Software Review

Job Browser Pro, **Version 1.6.**
**Publisher: SkillTRAN LLC: Spokane Valley,
Washington (2008).**

Purpose Of Program

For Whom: Vocational counselors, rehabilitation consultants, forensic rehabilitationists, labor market analysts, job analysts, attorneys (SSA and WC), rehabilitation educators, and researchers.

For What: Vocational counseling, planning rehabilitation services, identification of job information (including estimates of numbers of jobs by DOT code), format for job analysis, extensive occupational and labor market information by job title (national, state and regional), assessment of competencies and training for jobs, bases for vocational expert data (SSA and other legal analysis); job outlook and earnings information; interest and work importance testing; basis for ADA appropriate job descriptions; and assistance in resume compilation. It is also useful as an interactive program between clients and counselors, as well as training of rehabilitation counselors.

Installation

Insert disk and then follow a few very easy steps which are presented by prompts. Less than five minutes to install.

Documentation

The following information is contained in *Job Browser Pro*: *Dictionary of Occupational Titles* (1991) and all associated worker characteristics, including 1998 minor additions; *Occupational Outlook Handbook*, (2008-2009); 2007 OES-based wage data (mean and median) at national, state and MSA/non-MSA levels; 2007 Census-based national wage data and choice of mean/median/both and men/women/combined; OES national projections of long-term job outlook (2006-2016) with automatic interpolation for intervening years; fully integrated editable job analysis format; web enabled links to sources of additional information, including O*NET Online; wages in Top Jobs listings; cross references to Census 2000 codes; multiple training programs per occupation; printing which does not require color printing, thus more economical; cross-reference to SOC 2000 and O*NET-SOC; free O*NET Career Exploration Tools, including *Computerized Interest Profiler* and *Work Importance Profiler*; interest search using Holland code (R-I-A-S-E-C); advanced searches by SOC 2000/O*NET, WORK field, MPSMS, GOE, OGA,

Data-People-Things, Old OES, Census 2000, NOC (2001 Canadian National Occupational Classification) or unskilled occupations; military job titles; matching titles includes O*NET-SOC code are pre-sorted by industry, strength and title; "Show All DOTs" button in Census and OES groups; click column headings of lists of jobs to trigger a column re-sort by DOT code, DOT title, strength, SVP, GED, or O*NET; crosswalks between various occupational coding systems; and internet hyperlinks to available government source documents.

All documentation is electronic and rapidly available through extensive, context-sensitive help from every screen. Help descriptions of the worker characteristics include frequency distribution tables for each characteristic. Special help topics suggest various ways to use the software in common counseling situations.

Operation/Interface

Operation of *Job Browser Pro - Version 1.6* is remarkably simple. The opening page provides the opportunity to enter a civilian or military job title or *DOT* code, or to go straight to areas of interest (*OOH and Holland codes*), industry, top jobs, education, or advanced searches. Choosing advanced searches enables one to search by GOE, OGA, OES, Work Fields, DPT, SOC 2000/O*NET-SOC, MPSMS, Census, all unskilled, or by NOC codes. The software operates without an internet connection.

The following information is available for each *DOT* occupation: description; skills/competencies; education needed; aptitudes; temperaments; physical demands and environmental/working conditions; wage and employment information; long term outlook; and related information. Also included are unique skill and competency statements which assist with identification of transferable skills, particularly for white collar occupations. This information can be printed directly or easily incorporated into a word processing document using windows-standard copy and paste functions. Printed reports are available in limited or complete narrative detail according to simple checkbox choices. The Job Analysis format is easily selected for printing with as much or little detail as needed by the user. The full Job Analysis format should lead the professional through a thoughtful and thorough process of job analysis that should result in an ADA-compliant job description.

Additional features include: ability to print lists of matching titles with strength, SVP, O*NET, and general educational development codes; a presentation complete with *OOH* graphics (photographs from the *OOH*); hyperlinks to SkillTRAN's website to get current labor market information such as business listings for labor market survey and real jobs; ability to edit the Job Analysis format within the software it-

self; and, accessibility both by mouse and keyboard. CD-ROM is only necessary for installation. The software publisher asserts that the software is highly compatible with text-to-speech products such as JAWS, and allows full keyboard control. It also has "hot keys" that can be used to control any of the screen elements.

Another feature is the automatic update process. Every time the program starts, it determines whether the computer is connected to the internet. If it is, it determines the availability of updates for those subscribing to the Internet Update Service and it automatically installs the latest program, data, and documentation. This creates a nine second delay when opening the *Job Browser* software. During the first search when the *Job Browser* starts, indexes are loaded so the first search does take a few seconds to initially respond. Subsequent searches are nearly instantaneous. To better estimate the frequency with which a DOT occupation might be found, Skill*TRAN* has added the Occupational Density column to the Long Term Outlook screen. This represents the frequency with which an OES occupation is found by industry. Look up the Occupational Density percentage for each industry in which a specific DOT occupation might be found. Add up these percentages. Then, multiply this summed percentage times the employment number given nationally, statewide, or at the MSA/Non-MSA level in the Employment Numbers screen for OES data. This yields a better estimate of employment numbers using the national staffing pattern. *Job Browser Pro 1.6* now does all of the math in a new feature to "Estimate DOT Employment Numbers" (see below). Still included is OOH information, as well as CPS data. Another important addition is the breakdown of each DOT job by percentage for full-time, part-time, or self-employed settings.

For those not choosing the automated update feature, updates will be available at least annually and will contain new wage and employment information, job growth projections, and cross references. Substantial upgrades will also be available which will incorporate new databases and features.

The most exciting new feature in *Job Browser Pro 1.6* is the breakout of wages and estimated employment numbers of jobs for each DOT code using current OES data. This will facilitate closure of the inconsistency gap among vocational experts. Experts may still not arrive at exactly the same numbers, but the numbers should have significantly less variation as experts incorporate this new source of information. This is a critical and long sought after aspect of this program for determining DOT employment numbers. Additionally, a peer review component is being built in which will enable users to have input into the selection of industries relevant for each DOT occupation. The expert can also differentiate weight the distribution of em-

ployment of DOT occupations within the same OES group in an industry. SkillTRAN will archive those changes made by experts who subscribe to the Internet Update Service. SkillTRAN will also study those archived changes to improve its cross-references between the DOT and industries and periodically redistribute those changes back to subscribers in a process of continuous peer review of the industry suggestions.

For visually impaired or mouse-challenged users, Hot Keys are included for each button. A list of the hot keys available at any screen is found by holding the CTRL key down and pressing the F1 key. Press the ESC key or the Enter key to close the hot key screen prompt and return to the program. All screens, except the Main Menu can be closed using the ESC key. Certain keyboard keys can be used instead of the mouse, or in addition to it.

Output/Goal Achievement

This software provides for maximum flexibility of searching across a wide variety of categories. Data is so integrated that it is only a mouse click away. The coordination of multiple resources is a key, e.g., wage information combines the 2008-2009 *OOH* text, the OES National Projections information, and the 2007 CPS-based and 2007 OES-based wage data. This level of data integration eliminates the time required to compile similar information from so many different Internet locations and formats. The comprehensive job analysis format is very user-friendly and enables the user to quickly access the *DOT* information in a format that allows for quick comparison between the *DOT* and the actual job.

The only weakness in this version is the unit of analysis in the number of existing jobs in the estimated *DOT* job numbers section. One can access numbers nationally, by state, and by MSA and non-MSA (i.e., rural) units. If another level is desired, one can come close, but without the certainty of the actual databases. However, this limitation is caused by the OES data source, not the *Job Browser* software. *Job Browser* does show which counties are covered by each region.

Assessment/Summary

For those familiar with the *EZ-DOT* or earlier versions of *Job Browser*, this is another quantum leap forward. Both in information available and ease of operation, *Job Browser Pro 1.6* is light years ahead of any similar program this reviewer has had the opportunity to review. It is much faster, less cumbersome, provides much more timely and relevant information from more sources, and is much better suited to the needs of rehabilitationists.

Jeff Truthan, whose work at AIS, CAPCO, JobQuest, and now SkillTRAN is known to many, is the creator of this product. Also available from SkillTRAN is an ever-expanding suite of internet services, e.g., placement planning service, pre-injury/post-injury analysis of access to occupations, business listings for labor market survey and job search, and real job openings for targeted job search. The most exciting new program is that of a built-in method to estimate employment numbers at the DOT level, combined with millions of real job openings, to be used for identifying potential employers, for labor market surveys, and job search. Military occupational titles also represent a key component in connecting service jobs with civilian occupations. For more information, visit the website: *www.SkillTRAN.com*.

Although initially skeptical, this reviewer was amazed at the closeness of job numbers utilized in his practice with most of the job numbers projected in *Job Browser Pro – Version 1.6*. The *Job Browser* is an essential part of providing numbers of jobs for forensic testimony.

Cost: $549 plus shipping and handling for a new license; prior *EZ-DOT* and *Job Browser Pro* customers are entitled to substantial discounts. Discounts are also available for quantity orders, professional membership discount (current IARP members are eligible for a 10% discount on a new license), and counselor educators. Enterprise/site licenses are also available.

Hardware Requirements

- Systems: Microsoft Windows XP or Windows VISTA
- 375 MB hard disc for stand-alone use
- 512 MB RAM minimum (recommended)
- Pentium or equivalent CPU
- Optional printer and optional internet
- Distribution only on CD-ROM
- Updates – Optional Internet Update Services requires customer supplied and maintained Internet access – high speed required

Reviewer

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Ethics and Advocacy: Maintaining Boundaries in Client Relationships

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Many professionals have faced a situation such as this: Walking into a grocery store in the local community, the professional encounters one of the store employees who is also a client receiving services. Does speaking to the person violate the client relationship in any way?

Or, the client who has received education and retraining invites the vocational rehabilitation counselor/case manager to her graduation. Or perhaps the client is getting married and he would like the counselor/case manager to attend the ceremony and reception.

These real-life scenarios can be complex ethical dilemmas for the rehabilitation professional and/or case manager who must always be conscious of the ethical boundaries of any client interaction. For example, the Commission for Case Manager Certification's Code of Professional Conduct for Case Managers expressly forbids any relationship with a client (business, personal, or otherwise) that could interfere with the case manager's objectivity. While these concrete terms are very clear, what about everyday life events that occur outside the delivery of services to a client?

As a case manager and a vocational rehabilitation counselor for many years, I am obligated to adhere to all codes of ethics that apply, according to my licensure and the certifications that I hold. In addition, there are rules of thumb that I use to help me make decisions about situations that are less clear. For example, I would be inclined to attend a public ceremony such as a graduation when a client is receiving a diploma, as long as doing so would not compromise or conflict with my role as a case manager. An invitation to a more personal event such as a wedding or to a holiday gathering would not be appropriate as it would give the impression that a friendship exists outside the client relationship.

As I was reminded at a recent training program I attended: a case manager and a client can be friendly, but they cannot be friends. The professional must be clear first in his/her own mind about the boundaries of the client relationship, and then convey the same to the client.

Nonetheless, there are times when even these lines blur. In the state agency in New Mexico where I am a trainer, a significant portion of our clients are Native Americans. My colleagues and I have received invitations from clients to celebrate their "feast days" (which commemorate the patron saints for whom they are named). It is considered an honor to receive such an invitation, and to avoid offending the client and