

***Disability to Ability:  
May 3, 2013 L&I Vocational Rehabilitation Conference***



***Continuing Improvement in Workers' Compensation***

**Tumwater**  
Friday, May 3, 2013  
7:30 a.m. – 4:30 p.m.  
L&I Auditorium  
7273 SW Linderson

***Return-to-Work minimizes the Social and  
Economic Impacts of Workplace Injuries***

## ***Participants will learn about:***

- Improving worker satisfaction and engagement to achieve better outcomes
- Achieving a better fit between the worker and the retraining plan
- Increasing appropriate utilization of On-the-Job Training (OJT)
- Building trust and positive relationships with customers
- New information about what customers say about their L&I experience
- Using the L&I training benefit to reimburse employers for OJT training
- Pre-Job Accommodations for OJT training
- Preferred Worker incentives to increase for OJT opportunities
- locating OJT training sites
- How to market business and your injured worker the benefits of OJT
- Partnering with WorkSource to identify appropriate job openings
- OJT issues, resolutions and best practices
- How Lean methods improve vocational rehabilitation and claim management

## ***Program accreditations***

*Accreditation of a total of 6 hours pending through:*

- Commission on Rehabilitation Counselor Certification (CRCC)
- Certification of Disability Management Specialists Commission (CDMS)

## ***Schedule***

**7:30 a.m. Registration**

**8:00 Welcome**

*Keith Klinger, CRC, L&I, Course Director*

**8:10 Keynote Address**

*Joel Sacks, Director, Washington State Department of Labor & Industries*

**8:30 VIP Research – Lessons Learned**

*Kirsta Glenn, Ph.D., L&I Research and Data Services Manager*

**9:30 Break**

**9:45 Engaging Workers to Maximize Success**

*Ron Langley, L&I Customer Relations Manager*

**10:45 OJT Development – Tools, Techniques and Resources**

- *L&I OJT toolkit: Don Lane, CRC L&I Vocational Supervisor*
- *Working With Employers: Jeannie House, ESD*

- *OJT Panel: Sandra Holman, CRC, Jill Falk, CRC, Becky Gellerson, CRC, Jeannie House, ESD*

**11:45 Lunch on your own**

**1:00 p.m. Perspectives from the Vocational Sub-committee**

**2:00 Break**

**2:15 How L&I is using Lean to Transform Operations**

*Roy Plaeger-Brockway, Assistant Director for L&I Lean Transformation Office*

**2:45 Using Lean Methods Exercise**

*Pat Delaney, Lean Transformation Office, Claims AWA Lean Team: Lean Learning experience to develop best practice ideas*

**4:30 Closing Remarks, Adjourn**

*Keith Klinger, M Ed, CRC, Course Director*

### ***About your conference presenters***

#### ***Joel Sacks, Director of the Department of Labor & Industries***

On January 16, 2013, Joel Sacks became the new Director of the Department of Labor & Industries. For the past 7 years, he worked at the state Employment Security Department (ESD) as deputy commissioner and assistant commissioner for Budget, Policy and Communications. Prior to joining ESD, he was deputy director of field services at L&I. He also served 4 years at the Occupational Safety and Health Administration in the U.S. Department of Labor. Joel holds a master's degree in public administration from Syracuse University's Maxwell School of Public Affairs. He lives in Olympia with his wife and 2 girls.

#### ***Kirsta Glenn, Ph.D., L&I Program Manager for Research and Data Services***

Dr. Glenn earned a Ph.D. in economics from Vanderbilt University in 1993. In 2001 she joined the Washington State Department of Employment Security as chief economist of Labor Market and Economic Analysis. In 2004 Dr. Glenn became Executive Director of the Caseload Forecast Council which develops projections for state entitlement programs. She joined L&I in 2010 in her current position as program manager for research and data services. Dr. Glenn recently participated in the group that reviewed Dr. Sears analysis of the Vocational Improvement Project.

#### ***Ron Langley, L&I Customer Relations Manager***

Ron is the Customer Relationships Manager for the Department who is among a growing number of "customer experience" professionals that weave the voices of customers and front-line staff into government improvement efforts. He oversees teams that assist workers and small business owners who interact with the agency. Ron started his career as a journalist and he's been a community relations and media specialist for L&I, the City of Bellevue, and the State Department of Ecology.

***Jeannie House, Business Liaison, Business Liaison, WorkSource Pacific Mountain***

Jeannie is the Business Liaison with WorkSource Pacific Mountain where she served for 9 years and as a Re-employment Specialist for 4 years. She works with local businesses and agencies to coordinate workforce development and recruit qualified job seekers for open positions. She has worked with youth, offender and disability programs. Jeannie has 8 years of marketing and office management experience which she is able to apply in her current role.

***Jill Falk, M.Ed., CRC, CDMS***

Ms. Falk has been practicing as a Vocational Rehabilitation Counselor for over 21 years in Central Washington and is a principal owner of Advanced Vocational Solutions, Inc. Ms. Falk holds a Master's degree in Counseling and Guidance and has served as a subject matter specialist for both professional credentialing bodies. She is a past Vice-Chair of the CRCC and past Chair of the Ethics Committee. Ms. Falk has served on both the state and national boards of the International Association of Rehabilitation Professionals (IARP).

***Becky Gellerson, M.A., CRC, CDMS***

Ms. Gellerson has been practicing as a Vocational Rehabilitation Counselor since 2006 in Central Washington and is a principal owner of Advanced Vocational Solutions, Inc. Ms. Gellerson holds a Master's Degree in Rehabilitation Counseling. She is on the South Central Workforce Council and provides all phases of vocational services for State Fund and Self-Insured Employers.

***Sandra Holman, M.A., CRC, CDMS***

Sandra has worked for Grant & Associates as a Vocational Rehabilitation Counselor since 2002. She obtained her undergraduate degree in psychology and a M.A. Degree in Rehabilitation Counseling from Western Washington University.

***Don Lane, M.S., CRC***

Don started working for L&I in 1990 as a Vocational Services Specialist. In 2003 he became supervisor of the Claims Vocational Services Specialists unit. Prior to coming to L&I Don worked as a Vocational Rehabilitation Counselor in the private sector in Washington State and California. Don holds a Master's of Science Degree in Rehabilitation Counseling from San Francisco State College.

***Donna Spencer, MS, CRC, Management Consultant, Return to Work Services***

Donna joined the department in 1989 where she has served in a variety of roles including: vocational services consultant, vocational technical consultant, and management consultant. She is currently the regional Early Return to Work services liaison and serves on enhancement projects for the Return to Work Services team. Donna has a Master's Degree in Rehabilitation Counseling from the University of Utah.

**Roy Plaeger-Brockway, M.A. Assistant Director for Lean Transformation**

Roy Plaeger-Brockway has been the Assistant Director for Management Consulting and Lean Transformation since 2009. Prior to that Roy was the Senior Program Manager for Health Services Analysis (HSA) where he began learning and applying Lean methods. Roy was instrumental in developing the department's successful Centers for Occupational Health and Education (COHE). Roy has a Master's Degree in Public Administration from the University of Washington. Roy teaches leadership, Lean problem solving, quantitative analysis, and performance measurement.

**Pat Delaney, MSW, Management Consulting Services**

Pat Delaney has served in a variety of roles with the Department of Labor & Industries including vocational counselor, vocational services manager, and her current assignment as the Strategic Performance Manager for Management Consulting Services. The department's move to Lean Thinking and problem-solving is well suited to her interest in helping people and measuring results. Pat has a MSW Degree from the University of Washington. She currently leads several Lean Projects at the department.

**Keith Klinger, M. Ed., CRC, Return to Work Policy & Education Coordinator,**  
*Department of Labor & Industries, Course Director*

**Deadline for registration is Friday, April 26.**

*The conference is free for all registered attendees*

**Registration**

Submit completed Registration Form by Friday, April 26, 2013

**Driving directions**

The L&I building is located off I-5 at exit 101. See [www.Lni.wa.gov](http://www.Lni.wa.gov) under Contact Info.

**Parking**

- Free parking is available in L&I's visitors' parking lot outside the main entrance.
- Overflow parking will be available in the Southwest employee parking lot.
- Parking is limited, so we recommend carpooling to the conference.

**Facility**

L&I offers a full-service cafeteria and espresso bar on the 2nd floor.

**Questions about the conference?**

Contact Keith Klinger, Conference Planner, at [Keith.Klinger@lni.wa.gov](mailto:Keith.Klinger@lni.wa.gov) or 360-902-6362