

## Stakeholder Engagement/Enhanced Services

Vocational services which promote engagement / increase awareness/ create excitement/provide opportunities & motivation in returning to work.

### **Worker Engagement Examples (This is not an all-inclusive list.) *Services provided to the worker to establish rapport and actively engage the worker to become excited in returning to work.***

- Provide regular contact with the worker
- Discover / assess the worker's goals, motivation, perceptions about returning to work, and defuse misunderstandings (using tools such as the Return to Work Toolkit training from the Spring 2015 Vocational Conference)
- Assist the worker in creating a WorkSourceWA.com account and help them to understand how to use this powerful tool
- Educate about the claims process
- If the worker is in a SIMP program, meet with the worker and the treatment team regularly to collaborate on return to work
- Help the worker identify their skills and assist them with articulating those skills – the resume conversation!
- Provide ongoing evaluations of employability
- Set expectations when appropriate
- Facilitate volunteer or work experience / job shadow
- Refer and / or attend local job fairs with your client
- Conduct Exit Interview with the worker –explain your recommendation and next steps in the process

### **Employer / AP Engagement Examples (This is not an all-inclusive list.) *Services provided to enhance the AP / Employer's engagement in return to work options.***

- Meet with the AP to discuss return to work options and potential next steps in the vocational process
- Educate about L&I programs including Stay at Work, job modification benefits and the Preferred Worker Incentives
- Provide information on PGAP or other local services providing help with psychosocial barriers
- Work with CM and AP on IME, FCE and treatment authorization, concurrence and non-cooperative behavior
- Communicate regularly with the employer when appropriate. On-site visits can be the most effective!

### **Skills Enhancement Examples (This is not an all-inclusive list.)**

#### ***Increasing the worker's skills / abilities for returning to work and / or retraining goals.***

- Worksource Services • Job Placement Services, Interview Skills, Internet Research

### **Enhanced Services**

Services promoting engagement / increase awareness/ create excitement & motivation in returning to work.

- Resume Development • GED / ABE / Remedial Education / English as a Second Language
- Computer Classes • Aptitude / College Placement Testing
  
- Identify other community resources that may assist the worker including DVR, YMCA, food bank, emergency shelter / clothing / utilities, and medical assist