

Team Charter

for the

MAQ teams (Methods for Assessing Quality)

Part of the project to develop

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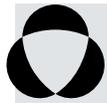
Vocational Performance Assessment System



Washington State Department of
Labor & Industries

Worker's Compensation Services

FALL 2007



CHARTER for the “MAQ” Teams

Developing New **M**ethods for **A**ssessing **Q**uality in Vocational Services

Overall Goal: Meet statute RCW 51.32.095 Section 5:

“The department shall establish criteria to monitor the quality and effectiveness of rehabilitation services ... The state fund shall make referrals for vocational rehabilitation services based on these performance criteria.”

Purpose of the MAQ Teams: Recommend methods for assessing the “quality and effectiveness” of vocational services per RCW 51.32.095 Section 5. Use the DRAFT CRITERIA and VALUES affirmed by L&I executive management as a foundation.

Driver: In July 2006, the Thurston County Superior Court directed L&I to develop a new performance assessment system to meet RCW 51.32.095 Section 5.

Scope: The MAQ teams may recommend any method or combination of methods that will assess the CRITERIA and honor the VALUES. Recommendations regarding changes in law, rule, policy or procedures may be attached as addendums, but are not the focus of this work.

Possible Strategies:

- Review stakeholder feedback to help refine the definitions of the CRITERIA and VALUES
- Explore options for assessing performance CRITERIA that also support stated VALUES
- Use collaboration to create recommendations, so that, if adopted, implementation is more likely to be durable and successful.
- Recommendations may include definitions, method(s), or focus topic for future research or project work.
- Recommendations should support, or at least not conflict with, requirements in newly passed vocational legislation (Senate bill 5920).

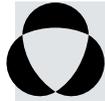
Teams:

Core: Coordinate communication among all teams and stakeholders and ensure key issues are addressed.

Definitions: Clarify operational definitions for the CRITERIA and VALUES and check that proposed assessment methods honor the CRITERIA and VALUES.

Methods: Explore, evaluate and propose methods for assessing performance as defined in the CRITERIA and ensure that the methods will also support the stated VALUES.

Resource: Periodically review products from the other teams and provide analysis and feedback in order to promote clear communication and thoughtful planning of the recommendations. May also research specific issues.



There were 14 MAQ team meetings. Most were six hours in length for a total of approximately 80 hours. Team members also contributed ideas via a dedicated website where documents, comments, messages, and meeting times could be shared.

“MAQ” Team Membership

Project lead: Janice Orcutt, L&I

(Team members are listed in alphabetical order)

Core Team

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Janice Orcutt, L&I
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Lee Blackstock
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