

**Private Sector  
Vocational Technical Stakeholder Group  
May 16, 2016 Tumwater**

**VOCATIONAL REHABILITATION PROVIDERS**

**Attendees**

Robert Gaffney, Gaffney Consulting  
April Poier, Ability Vocational Consulting  
Jan Veling, SCA Pacific  
Todd Gendreau, Strategic Consulting Services Inc.  
Heidi Trisler, Sound Vocational  
Jay Sloane, Rehabilitation and Evaluation Services  
Brad Reckord, Rainier/Vocational Options Inc.  
Nicole Hernandez, Advanced Vocational Solutions  
Todd Martin, Martin Consulting

**Absent**

Kimberly North, Achieve Consulting Team  
Roselyn Blair, Strategic Consulting  
Bradley Ehrlich, Career Opportunities Group

***DEPARTMENT OF LABOR AND INDUSTRIES/RETURN TO WORK SERVICES***

**Attendees**

Ryan Guppy, RTW Partnerships Chief  
Richard Wilson, RTW Program Manager  
Rheo Aieta, Private Sector Rehabilitation Services Supervisor  
Bill Smith, RTW Partnerships Outreach Program Manager  
Debra Hatzialexiou, Legal Services Program Manager  
Coral Macy, VDRO Supervisor  
Megan Bjornberg, RTW Services Management Analyst  
Laurinda Grytness, Policy & Education Coordinator  
Kristine Ostler, Vocational Service Specialist Supervisor  
Janice Orcutt, Vocational Performance Measure Administrator  
Mary McEvoy, PSRS Customer Service Specialist II

**Absent**

Melissa Sutherland, Vocational Service Specialist Supervisor

**Audience Members**

Cathy Cottingham, People Systems  
Coreen Urrutia, People Systems  
Leslie Miller, Peninsula Vocational Services  
Allison Baldwin, Single-Handed Consulting  
Justin Helenius, Pacific Rehab Centers  
Alice Jacobs, SCA Pacific Case Management  
Patti Kacz, Grant & Associates

Lisa Skinner, Precisionary  
Katie Leneker, Single Handed Consulting

### **Welcome and Announcements**

The VTSG meeting minutes from March 21, 2016 were reviewed and approved.

### **Safety Tip--Megan Bjornberg**

According to the National Highway and Transportation Administration, about 400 people die every year in the U.S. from drowning in their vehicles. You can escape a sinking vehicle but you have got to be quick. A person has about a minute to get out alive.

Rule 1: Don't call 911 until you are out of the car. You will need every second to get out the vehicle. Worry about calling 911 once you've made it out alive.

Rule 2: Unbuckle

Rule 3: Don't open the door, roll down the windows instead. Opening the door is very difficult against the water pressure and it also allows so much water into the vehicle that it will speed up the sinking process. You will have 30 seconds to a minute until the water rises to the bottom of the passenger windows. After that, the water pressure will force the window against the doorframe, making it essentially impossible to roll down. You can also break the window, as most vehicles have electronically controlled windows so the circuits may short before you have a chance to roll the window down. You will need a tool to break the window, such as this. Make sure the tool is within reach and understand that you may cut your hands. The tool will not work underwater, so work quickly.

Rule 4: Children first, the kids will have a harder time fighting through the rush of water so push them out if you have to.

Rule 5: Get out. Swim through the window as fast as possible.

### **ANNOUNCEMENTS**

#### **Developmental Job Assignment (DJA)--Kristine Ostler**

LaTrisha Gallegos began working with the Claims Vocational Services Specialist team in a one-year Developmental Job Assignment on May 3<sup>rd</sup>. LaTrisha is a Workers Compensation Adjudicator 4, Claims Lead. She holds a Bachelor's Degree in Public Administration and has worked in both State Fund and Self-Insurance during her time here at Labor and Industries. LaTrisha is excited to learn more about the vocational aspects of claims management. Her knowledge and experience on the claims floor are already proving to be valuable. We feel fortunate to have LaTrisha join our team.

### **CAC Imaging--Kristine Ostler**

Following reports of imaging issues within the Claim and Account Center, Labor and Industries worked internally with Imaging and with the private sector. We found that there was a backlog of 4 to 5 days for imaging and some reports were missing information. Labor and Industries has committed resources for the backlog and private sector is working with their faxing provider regarding missing documentation. Labor and Industries will post tips about faxing on *What's New*.

### **Vocational Closures after Plan Start--Kristine Ostler**

A posting titled *Vocational referral closure upon Option 2 election – actions needed* was posted on *What's New* on 4/14/16. This article provides procedure information regarding closing a vocational referral upon Option 2 election.

### **Internet Project--Megan Bjornberg**

We are continuing to work on the internet project. If your bookmarks are not working it may be because we are moving things around. If you are unable to locate a document please call Megan Bjornberg at 360-902-6756

### **Preferred Worker Rulemaking Revised Updates--Laurinda Grytness**

- April 19, 2016 - CR-102 was filed
- May 24, 2016 - Public hearing at 1:00 p.m. in Tumwater bldg. rooms S117-118
- June 21, 2016 - anticipated adoption date
- July 22, 2016 - anticipated effective date

### **Preferred Worker Program Web page-- Laurinda Grytness**

Please see the *What's New* posting that now lists the interim guidelines the department is using until the preferred worker rules are finalized.

### **RIVA update--Rich Wilson**

Private sector VRCs and L&I staff are working together to improve L&I's vocational audit program. This collaborative effort, begun last November, is designed to "re-imagine vocational audit", RIVA. The vision is to create an audit program that:

- 1) Supports vocational providers in doing the right thing and effectively addresses those who cannot or will not, and
- 2) Is easily understood by the vocational community, stakeholders and claim staff.

RIVA project goals include:

- Identify ways to contribute to consistent quality and effectiveness for those vocational services that matter most.
- Communicate clear expectations through education, consultation and outreach.
- Design processes that will use data to identify non-compliance and trends.
- Develop an escalation strategy approach.
- Develop effective enforcement options.

The project has already created some "quick wins":

- Communication – We now begin a complaint investigation with a telephone call. This helps us better understand the issue and work with the VRC toward resolution of the complaint. We'll also send the firm manager an e-mail notifying them of the complaint. Since using the new "phone call" process, five of eight recent complaints did not require the VRC to submit case notes!
- Electronic submittal of case notes: We have adopted a secure e-mail platform. This will make it possible for VRCs and firms to submit electronic case notes when they are requested for audit.
- Education and program transparency: We've developed FAQs based on feedback from the voc community to make it easier for VRCs to understand the audit process.

Next steps--We're working with the advisory committee to build a list of "what services matters most". We're also getting input from our VSS and claim staff and plan to get input from our business and labor stakeholders. As we identify the services that matter most, we'll work with the advisory committee to define "quality and effectiveness", communicate clear expectations through education, consultation and outreach, and design processes to support providers in doing the right thing.

#### **Varidesk sit-stand workstation--Todd Martin**

There is a new company that has built a new sit/stand workstation that simply sits on top of an existing workspace. This sit/stand workstation would appear to not be overly intrusive in an existing work environment and I would recommend VRC's take a look at this website. They are very reasonably priced. More information is available at [varidesk.com](http://varidesk.com).

## **AGENDA**

### **Option 2 Update--Kate Cashman**

The Option 2 project team has completed the following tasks:

- Analyzed impacts of Option 2 changes
- Updated business processes and correspondence for Option 2
- Submitted IT service requests for new billing code to support Option 2
- Submitted request August 2015 for new billing code development
- Tracked exceptions and develop policy to provide guidance to staff and VRCs

Possible services for Voc Counseling in Option 2

- Citizenship assistance
- Community reintegration and voc recovery
- Develop training plan
- Coaching/ongoing guidance as requested/driven by worker
- Assistance with unemployment benefits

Possible services for Job Placement

- Develop work campaign
- Social media presence

- WorkSource partnering, staffing agencies
- Resume/cover letters
- Preferential hiring
- Work Readiness Checklist

Issues to be addressed before finalizing rules in FALL 2016

- Compliance with HIPPA laws
- Bill tracking
- VRC list and profiles
- Benefits management letter
- Degree of department oversight for reporting requirements, billing and services provided
- Identifying and drafting needed rules and updates to MARFS

### **Private Vocational Schools Collaborative Project--Karen Ahrens**

Karen Ahrens gave a brief overview of the 1 year Private Vocational Schools Collaborative project. She is located at the Workforce Training and Education Coordinating Board (WTECB) in order to align processes between WTECB and Dept. of Labor and Industries.

The project mission is *“In collaboration with the Workforce Board, the goal of this project is to assess the efficacy of private vocational schools (PVS) in making injured workers ready to reenter the job market. The project will identify gaps in the retraining process and recommend and/or implement solutions to address those gaps.”*

VTSG participants broke into 3 small groups to discuss the current state regarding the current use of Private Vocational Schools and wish list for future state.

What is working includes:

- A private vocational schools (PVS) may be smaller with shorter and more concise training specific to an industry,
- PVSs usually have a single point of contact.
- PVSs tend to be more flexible with start dates and easier access to distance learning.

What is not working includes:

- PVS may have less accountability
- It may be harder to get progress reports or training evaluations related to specific skills
- There is no regulation of tuition and high fees.

What would be awesome includes

- Comparable tuition to other programs
- Every worker finishes program and gets a job related to their training.

## **Successful Plans--Megan Bjornberg**

Four break-out groups compiled a list of previous successful plans as well as brainstormed the criteria for a successful plan, what made these plans successful, and how information is shared with peers.

### Successful plan occupations

- Underwater Welder
- CNC Programmer
- Safety Inspector
- Medical Assistant
- Clerical occupations
- Construction Management Estimator
- Nurses Aid/CAN
- Disc jockey
- Jewelry Maker
- Prosthetic Technician
- Healthcare positions w/externship
- Human Resource occupations
- Building Inspector
- Surveyor/GIS
- Tattoo Artist
- Photographer/Videographer
- Glassblower
- Gemologist
- Environmental/Renewable Energy specialist
- OJT w/employer – especially in rural community
- Pharmacy Technician – (Skagit Valley CC and CPTC) (internship)
- Construction Management (Edmonds CC or Pierce College)
- Office/retail/cashier (Goodwill for ESL trainees)