



INTERNATIONAL ASSOCIATION OF
REHABILITATION PROFESSIONALS
WASHINGTON

IARP WA Spring 2018 Newsletter



President's Column

Irina Razvina, M.A., C.D.M.S.

Welcome to the Spring issue of the IARP newsletter! We are only a few weeks away from the annual Washington state IARP conference, and your IARP board is working hard to pull all the last-minute pieces together. We have implemented some exciting changes this year, including moving to a new venue, providing two days of vendor involvement, and having a networking social hour immediately following the conference. Needless to say, it has been a lot of work. I would like to thank all of the IARP board members for donating countless hours to

make this event happen. We are keeping our fingers crossed that it all goes well and the changes will be welcomed by all the attendees. There is still time to register, so please join us on May 17-18 at the Emerald Queen Hotel and Casino Conference Center in Fife.

We are currently in the midst of our annual IARP board elections. If you have not yet voted for the next year's IARP board members, you have until April 30 to place your vote. There are quite a few people running for the board positions, and every vote can make a big difference.

The Vocational Recovery Project (VRP) has been moving right along, and there have been many WorkStream meetings dedicated to improving the state of current vocational services. If you haven't heard a lot about this project, you should consider attending our annual conference — many of the Department of Labor and Industries' staff will be present to discuss the progression of the project and what you can expect in the future.

This is my last President's column, and I would like to sincerely thank you for allowing me to serve you as your chapter president. It has been quite a ride, and I encourage everyone to think about getting involved in IARP leadership. Your IARP board is always looking for fresh perspectives and new ideas, and if you feel passionate about being a vocational rehabilitation professional, it may be your time to get involved. Enjoy the warm weather and the sunshine; I hope to see everyone at the annual conference.

-- Irina

A Word from the Chief of Return-To-Work Partnerships at L&I

Ryan Guppy, C.D.M.S.

I hope you will join us in Tumwater on June 1 for our spring conference. Our theme is “What do workers need?” We have an exciting line up of speakers whose perspectives will help us engage workers and assist them in getting back to work.

Some topics at the spring L&I conference:

- The Perils of Anti-Engagement – Bob Wilson explores the importance of engagement by looking at the flip side: the cost of not engaging all parties in the return-to-work effort. He is an accomplished speaker for the workers' compensation industry. Bob participates on the Return to Work and Disability Management Committee of the International Association of Industrial Accident Boards and Commissions (IAIABC) and is President and CEO of WorkersCompensation.com.
- How DVR Helps People – Rob Hines is the Director of the Division of Vocational Rehabilitation at the Department of Social and Health Services. In line with our emphasis on engaging workers, Rob will share how DVR approaches their clients by working with the whole person and helping them overcome barriers.
- Basic Education for Adults – John Kerr is the Director of Basic Education for Adults (BEaA) at the Washington State Board for Community and Technical Colleges. He will share innovations in basic skills and workforce-training programs that can help our workers succeed. He sees a real opportunity for collaboration between workforce training programs and L&I to provide individuals with the academic and workforce skills they need to return to work in living-wage employment.
- Tying Professional Standards of Practice to Vocational Recovery – A panel of private-sector providers will share their perspectives on how emerging best practices in the Vocational Recovery Project are also found in the standards of practice for CRC, CDMS, ABE and IARP. We will explore vital topics such as disclosure, informed consent, and soft landing as they relate to ethical considerations.
- The Vocational Recovery Project – Our project is under way and I'm pretty excited about it! Our goal is to create a culture focused on vocational recovery. To succeed, all parties must be engaged in return to work and preventing work disability. Come hear about how we are collaborating with private-sector vocational providers to develop solutions. Get up-to-date information on the project teams, the pilot, and the Advisory Committee.

Get in on the benefits. Our spring conference is a great time for you to network and sharpen a few professional skills, while earning CEUs. This time, you will also learn more about L&I's new focus on engagement and return to work.

So, I hope you will join us for the conference on Friday, June 1, 2018, 8 a.m. to 4:30 p.m. in the L&I Building Auditorium. Registration information will be posted soon on What's New for Vocational Counselors. I look forward to seeing you there!

— Ryan

Mark Your Calendars!

- WA-IARP Spring Conference: May 17-18, Fife, WA:
<https://connect.rehabpro.org/washington/events>
- L&I Spring Conference: June 1 – Tumwater, WA:
<http://lni.wa.gov/claimsins/voc/whatsnew/default.asp#SpringConf>
- WSIA Annual Conference: May 9-11, Wenatchee, WA:
<https://www.wsiassn.org/events/47th-annual-conference/>
- IARP Annual Conference: October 25-28, Charlotte, NC
<http://rehabpro.org/events/EventDetails.aspx?pid=1054913>

Register for the WA-IARP Conference!

Register now for the annual Washington Chapter IARP conference on May 17-18. Earn 15 CEUs by attending both days of the conference. Exciting changes this year include:

- 2 days of vendor participation
- Thursday night (hosted) socializing and networking event
- Reduced conference rate for IARP members
- Variety of interesting speakers covering a plethora of subjects on vocational rehabilitation.

Location: Emerald Queen Casino in Fife, in its separate, smoke-free conference center building.

Conference costs: Early bird registration cost for IARP members is ONLY \$120 for both days! Early bird registration ends on 4/15/18.

One Day Registration: Thursday OR Friday

Early Bird Rate (through 4/15/2018) Members: \$75 / Non-members: \$185

Normal Rate (after 4/16/2018) Members: \$100 / Non-members: \$225

Two Day Registration: Thursday AND Friday

Early Bird Rate (through 4/15/2018) Members: \$120 / Non-members: \$350

Normal Rate (after 4/16/2018) Members: \$160 / Non-members: \$430

Thursday Night Event: Members: Free / Non-members: \$20

Register: <https://connect.rehabpro.org/washington/home>

Accommodations:

Emerald Queen Casino Hotel has reserved 20 rooms for IARP conference attendees. Make your reservation by 4/26/18; the rooms will be released to the public at that time. Smoking is allowed on the casino floor. The IARP conference room rate is \$109 + tax; use the booking ID # 8385. Contact EQC at 1-888-831-7655 to make a room reservation.

If you would rather not stay at the EQC, there are other hotels in the neighborhood.

From What's New for Vocational Counselors
<http://lni.wa.gov/ClaimsIns/Voc/WhatsNew/Default.asp>

Invitation to VRCs to Request “What’s New” Topics

April 24, 2018

Can you think of a topic you would like to see posted on “What’s New?”

We are trying to improve the relevance of “What’s New for Vocational Counselors” by posting short messages (less than 200 words) on a variety of topics every week. So far, the posts have included information on retraining plans, evidence-based best practices, and voicemail reminders.

We have five categories of messages: Forms and Processes, Best Practices, VSS Team Suggestions, VRC Suggestions and “From the Chief,” written by Ryan Guppy.

Since we want these posts to be helpful to our vocational partners, we need your help. Please send your topic requests to Ilana Lehmann.

VTSG Meeting May 29 - Canceled

April 23, 2018

Due to the Memorial Day holiday on May 28 and vocational provider activities scheduled that week, including the L&I vocational conference on June 1, the May 29 VTSG meeting has been canceled. Thank you for your understanding.

The next meeting is scheduled for July 10 in Tumwater. We hope to see you there! Remember to regularly check the vocational website to stay up to date on the Vocational Recovery Project and other important issues.

Voicemail Tips

April 17, 2018

According to research (Robinson, 2014) an effective voicemail consists of 5 basic components.

Greeting (name)

Contact information (phone number, count 2 beats between digits.)

Subject (Claim number and worker’s name)

Relationship of topic to recipient [VSS] (I am calling to request an 812 authorization. Or, I am calling to request a staffing about . . .)

Closing (Repeat name, subject, claim number, and phone number.)

Important considerations regarding voicemails:

1. Emails can be planned, composed, edited, and reviewed. Since the majority of calls during business hours go to voicemail, it is a best practice to anticipate you might be leaving a voicemail and should therefore make an outline before calling.
2. Only leave a voicemail if you have a good connection. This is especially true if you are calling from a cell phone.

3. Speak slowly. Spelling your name for the recipient is a best practice.
4. When providing a claim number, use words to help identify which letters are involved. Having a list of words can be helpful so that you don't need to think of them on the spot (A – Alpha, B – Bravo).

Robinson, R. (2014). *Communicating with technology: A guide for professional digital interactions* BookBoon.com

ADMX Pilot Clarification & Resolving Barriers

April 16, 2018

On 3/26/18, Return to Work Partnership VSS staff began loading ADMX once they receive an EVOC request. VRCs no longer need to submit EVOC updates on the ADMX once it has been granted. However, it is critical that the department and vocational community strengthen their efforts to identify and resolve barriers as soon as they appear. Therefore, the expectation is for VRCs to immediately contact their VSS, preferably using EVOC, when barriers are identified and partnership is required to overcome them. This applies to all referral types.

Accountability Agreement Updated

April 16, 2018

We have updated the Accountability Agreement in English ([F280-016-000](#)) and Spanish ([F280-016-999](#)). Effective immediately, use these updated versions dated 03/2018, available online.

What's changed?

- Adds reference to RCW 51.32.096 on page 2 (a).
- Adds the word “behavior” to the description of a training provider’s policies (in addition to attendance and performance) on pages 2 (c) and 4 (d).

How does this change affect vocational providers?

- The vocational provider must be aware of the training provider’s attendance, behavior, and performance policies and review them with the worker as stated in the Accountability Agreement on page 4 (d).
- Use of outdated versions of the Accountability Agreement may result in a temporarily denied plan.

Resume Services Payments Change

April 12, 2018

We’ve changed how we pay for resume services on L&I-covered claims. **For each referral**, L&I will now pay up to a maximum of \$300 for VRC and/or intern time.

Please use the code(s) below when providing resume services; it helps us track utilization.

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0844V	Resume services (VRC)
0845V	Resume services (intern)

For more information on resume services, see the Medical Aid Rules & Fee Schedules (MARFS) Updates and Corrections webpage.

Dispute Rights Update

April 4, 2018

The following decisions no longer have dispute rights to the Vocational Dispute Resolution Office (VDRO).

- Validity of 15-day job offer following an eligible for plan development decision
- Vocational determination Plan Failed Beyond the Control of the Worker

Contact the assigned claim manager if you have questions about disagreements with:

- Job offer following an eligible determination.
- Failed plan.

Option 2 resources updated

February 21, 2018

We've updated more resources for workers and providers about Option 2. 2017 Medical Aid Rules and Fee Schedules (MARFS) Updates.

The update to Chapter 30 Vocational Services Payment Policy explains:

- Option 2 vocational services and limits
- Reports required
- How to bill for services

Option 2: What You Need to Know brochure (F280-036-000).

The updated brochure gives workers details on how to obtain Option 2 vocational counseling and job placement services.*

*For information on reports and billing for Option 2 vocational counseling or job placement services, see our webpage Option 2 Services; How to provide Option 2 services.

The Vocational Recovery Project has launched 6 teams

February 8, 2018

Private-sector vocational providers are now working alongside L&I staff from our vocational and claims sections. About 30 vocational providers and 30 L&I staff attended a Dec. 12 kick-off. Participants had an

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opportunity to meet with their project teams. Going forward, these teams will develop recommendations to create a culture focused on vocational recovery.

The six teams are:

1. Best practices
2. Education and training
3. Complaints
4. Referral process
5. Firm and VRC registration
6. Vocational recovery referral pilot

Teams rolled up their sleeves in January.

Conversations in these meetings were candid and free flowing — a good start to co-creating realistic proposals for improving our system. The teams will meet every couple of weeks to develop recommendations, which they will share with the Advisory Committee. The Advisory Committee includes 10 vocational providers and 10 L&I members, including Ryan Guppy and Vickie Kennedy.

This is just the beginning.

Together, we will improve our partnership and create a new system. To keep you posted on VRP progress, watch “What’s New.” Here are some other ways to stay informed:

- Contacting your representatives at VTSG, IARP, or IMG.
- Attending VTSG as an audience member.
- Attending L&I and IARP conferences.
- Emailing your questions or comments to VocRecoveryProject@Lni.wa.gov.

CONSIDER ADVERTISING IN THE NEXT IARP-WA NEWSLETTER

Guidelines for advertising through IARP WA

The IARP-WA newsletter is distributed electronically to approximately 200 members quarterly. If you are interested in advertising in this newsletter, please note the following are guidelines:

We accept ads from vendors who provide ancillary services to injured workers to reduce the physical, mental, social and financial impact of disability. We do not accept ads for job postings. Job postings may be placed through the national IARP website. (www.rehabpro.org)

IARP-WA is scheduled to publish four newsletters per year; spring, summer, fall and winter.

E-mail the ad as an attachment to Sandra Holman at sholman@scsvoc.com. Please provide the phone number and email address of a contact person(s) who can make decisions regarding the ad. Please be sure the ads look exactly as

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you wish them to appear. IARP-WA is not able to provide ad development or editing services. Ads should be submitted in one of the following formats:

MS Word (DOC or DOCX), or as a TIF, GIF, JPG or other universal graphics file. Please do not submit ads in PDF format. Ads may be in color, grey tones or black and white. Ads may appear in the following sizes: cost:

- Full Page: 9 inches high by 5 7/8 inches wide. \$200
- Half Page: 4 1/2 inches high by 5 7/8 inches wide \$125
- Quarter Page: 4 1/2 inches high by 3 3/8 inches wide \$75

Prior to submission, please “preview” your ad with the final print size in mind, to make sure that fonts are large enough to be read.

Please proof-read ad for accurate spelling, phone numbers, and other important information as IARP-WA is not responsible for proof reading.

Happy Spring!

