



INTERNATIONAL ASSOCIATION OF  
REHABILITATION PROFESSIONALS  
WASHINGTON



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**THURSDAY EVENING EVENT | OCTOBER 12, 2023 | GREEN RIVER COLLEGE  
DINNER & COCKTAIL PARTY SPONSORED BY:  
GARDIANT, EASTSIDE VOCATIONAL, & PROTRAIN**

**6:00PM – 8:30PM** | Please join us on Thursday evening for dinner, cocktails, live music, and networking at this fun event sponsored by Gardiant, Eastside Vocational, and ProTrain.

**FRIDAY OCTOBER 13, 2023 | GREEN RIVER COLLEGE EVENT CENTER  
CONVERGING AND COMMUNICATING, STRONGER - FALL 2023 CONFERENCE**

**7:30AM** | Breakfast Buffet begins

**8:00AM – 8:15AM** | Welcome & Opening Remarks – Stephanie Cross, CDMS, IARP WA Chapter President and Katie Rogge, CDMS, IARP WA Chapter President Elect

**8:15AM – 9:45AM** | Keynote: *The Art of Listening Deeply* with Jennifer Bowes, MA, CRC, CDMS, LMHC-A and Brett Kuwada, PsyD

In our work as case managers, we are often forced to choose between deeper listening and getting our daily tasks done. This workshop will help participants develop their skills of letting go of an “agenda”, slowing down, and listening to others with empathy and compassion. We will use Cultural Humility, Empathy, and Compassion as a framework for enhancing our ability to communicate clearly and effectively. We will break into dyads to practice the skills of listening deeply with one another.

**9:45AM – 10:00AM** | Break, Networking with Colleagues and Exhibitors

**10:00AM – 10:30AM** | Hands-On Communication Exercise with Jennifer Bowes, MA, CRC, CDMS, LMHC-A

Hands-on Communication Exercise, for a clearer picture and practice!

**10:30AM – 12:00PM** | Vocational Rehabilitation Services for H-2A Workers: Unique Approaches to Complex Cases by Eloisa Flores and Nicole Dupre, VRCs

The number of temporary agricultural visas issued annually has quadrupled in the last 15 years. According to State Department data, there were over 213,000 H-2A visas issued in 2020. So, what happens when an H-2A worker experiences an industrial injury? How are rehabilitation services provided effectively to workers whose visas expire mid-treatment? The purpose of this presentation will be to identify some of the many challenges to serving injured H-2A workers, as well as to share some unique approaches used by the presenters to overcome these barriers along with our ethical obligations when working with out-of-country clients. Specific topics will include ways to identify, educate and partner with foreign medical providers, how to overcome communication barriers, payment issues, transportation issues, trust and rapport building from a distance, ethics, and much more. Examples will focus largely on services provided to workers from Mexico; however, the barriers, challenges, and techniques discussed are universally applicable.

**12:00PM – 1:00PM** | Lunch Buffet

**1:00PM - 2:00PM** | Working effectively with L&I clients who have Limited English Proficiency (LEP) by Dr. Kirsta Glenn, Amy Rhodes, and Erich Hahn with the Dept. of Labor & Industries

L&I has clear expectations to provide equitable services to Limited English Proficiency (LEP) clients. L&I supports this goal through resources, available training, and expert tips and pitfalls from pros in the community. L&I is also considering some policy and process changes to make it easier to serve this important client population.

**2:00PM - 2:15PM** | Break, Networking with Colleagues and Exhibitors

**2:15PM – 3:45PM** | A.I., Technology, and Return to Work Strategies and Trends by John Wedl

A.I. (Artificial Intelligence) is growing and weaving itself into every part of our lives from Alexa to virtual medical appointments, to automatically ordering your morning coffee. Learn examples of how AI is working in our industry and discuss ethical concerns about the technology as well.

**3:45PM – 4:15PM** | Closing Remarks, Raffles, Prizes, and CEUs. (with completed Evaluation Forms, up to 6 CEUs including 2 Ethics)

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