



Washington State Department of
Labor & Industries

Return to Work Partnerships



Better outcomes for workers with vocational services

*IARP Conference
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What is the cost case for vocational services?

Average cost of a short-term compensable claim (less than 12 months of time-loss)

- 21,000 (26% of all claims), \$16,000

Average cost of a long-term disability claim (more than 12 months of time-loss)

- 5,000 (6% of all claims), \$380,000

Average cost of a total permanent disability claim

- 900 (1% of all claims), \$1,400,000

Additional costs to worker

- Loss of career
- Less ability to participate in society
- Lower lifetime earnings
- Lower feelings of well-being
- Negative impact on family/friends

Additional costs to employer/society

- Negative impact on morale
- Need to hire and train new staff
- Loss of productivity and creativity
- Strain on social services
- Use of medical services



Most workers heal and return to work.

Return on Investment

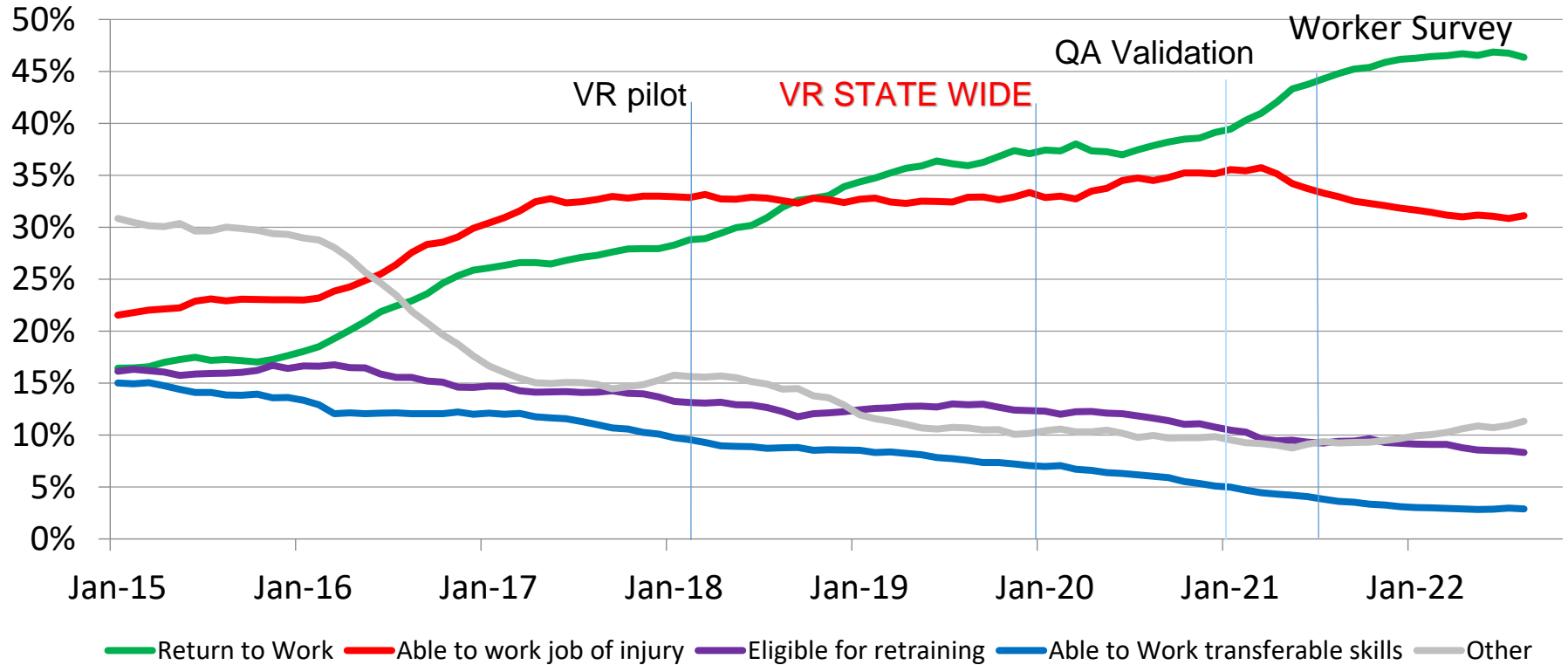
Preventing one short-term disability claim from becoming a long-term disability claim saves ~\$370,000

The average cost of a vocational recovery referral is \$2,700
The return is 137 to 1

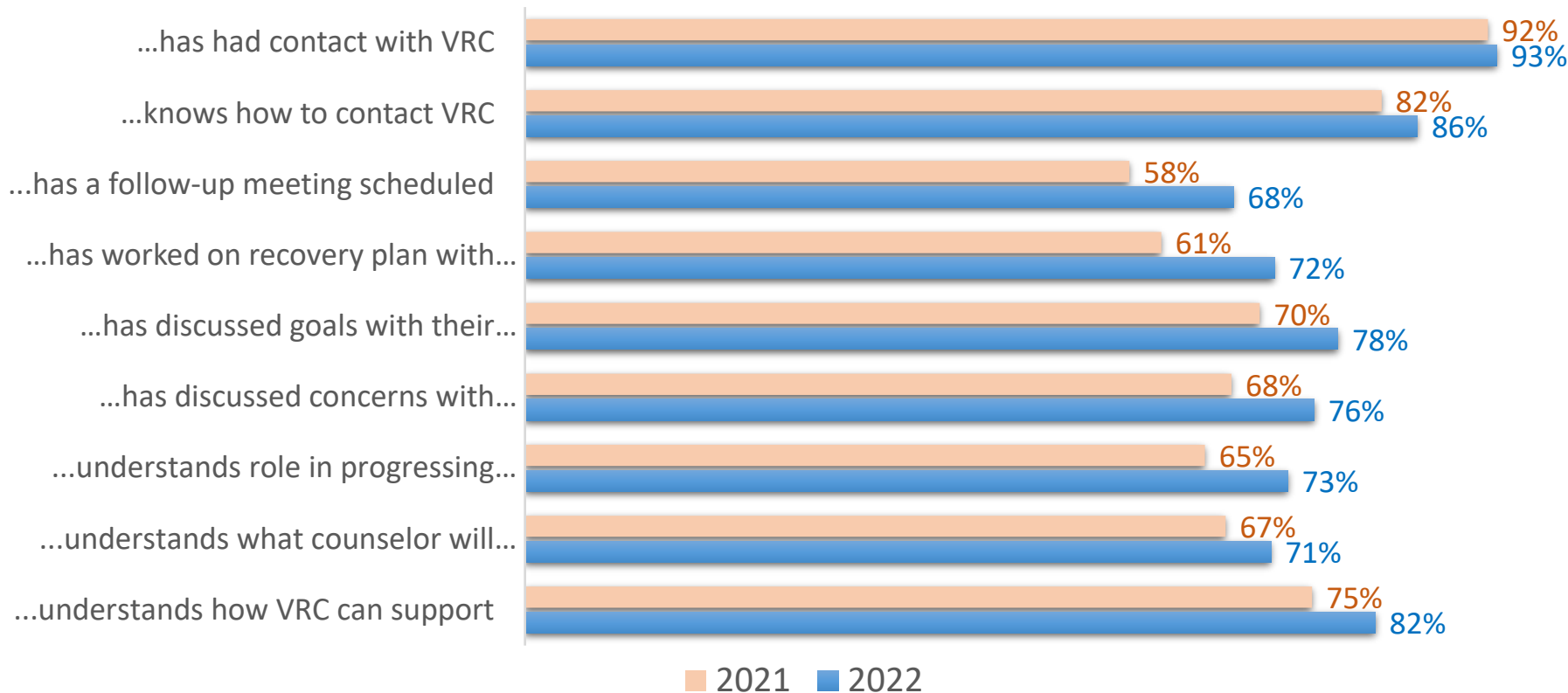
Vocational services are a great value!

- Workers benefit
- Employers benefit
- Society benefits

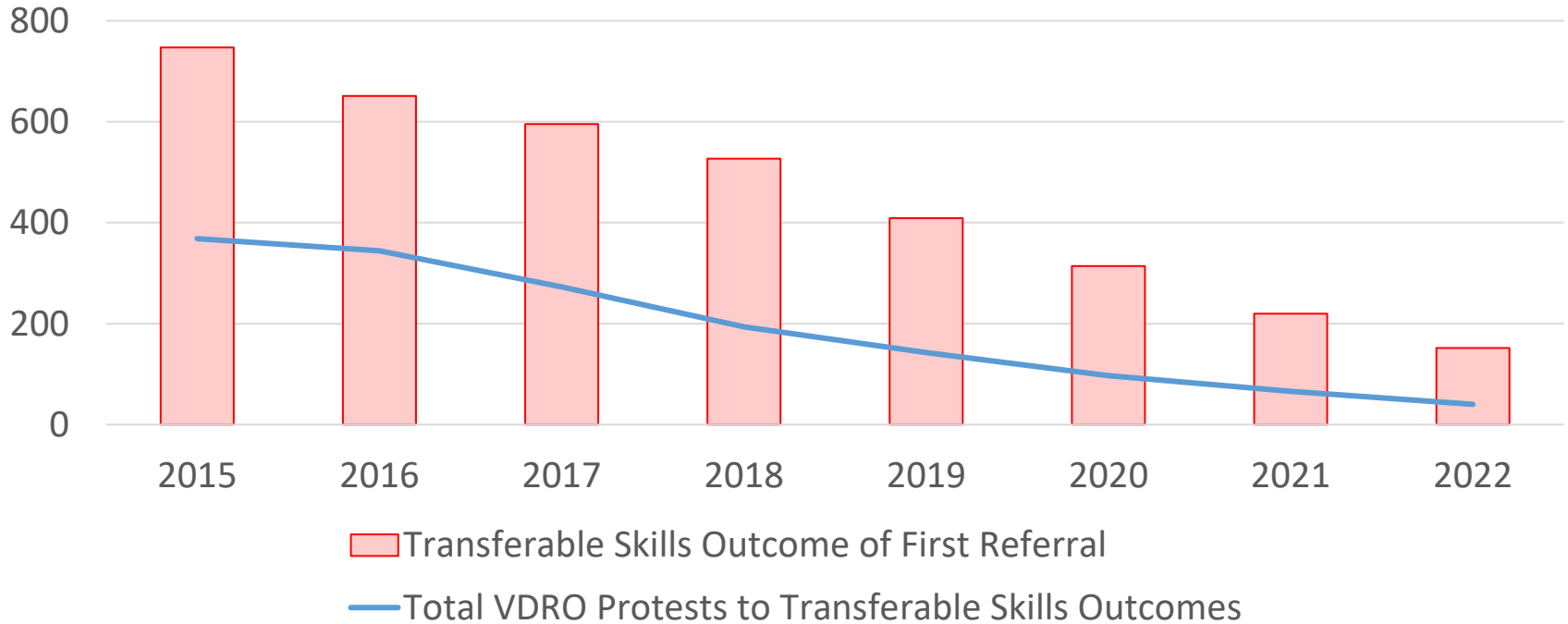
Year-over-year Return to Work improvements



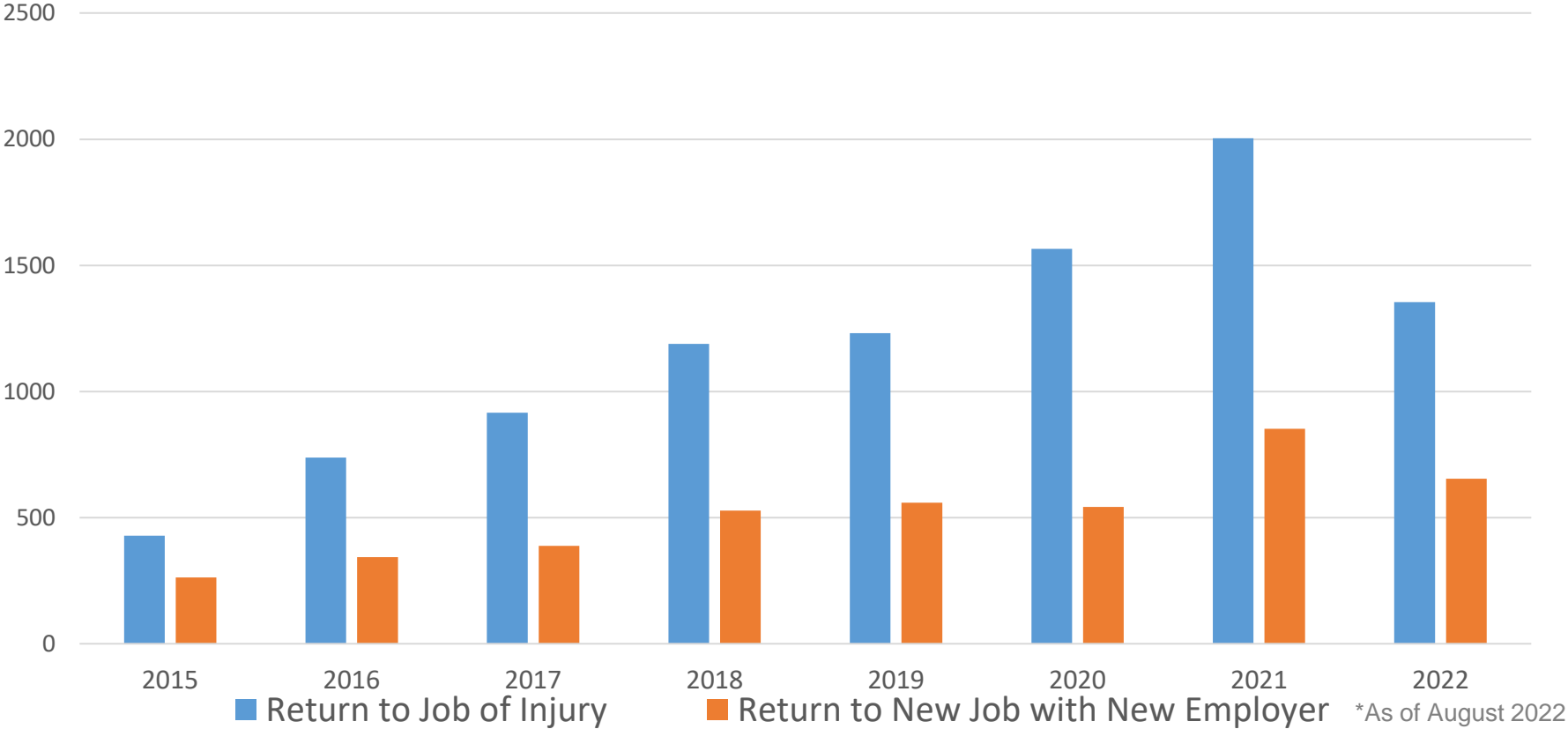
Improvement in worker survey results



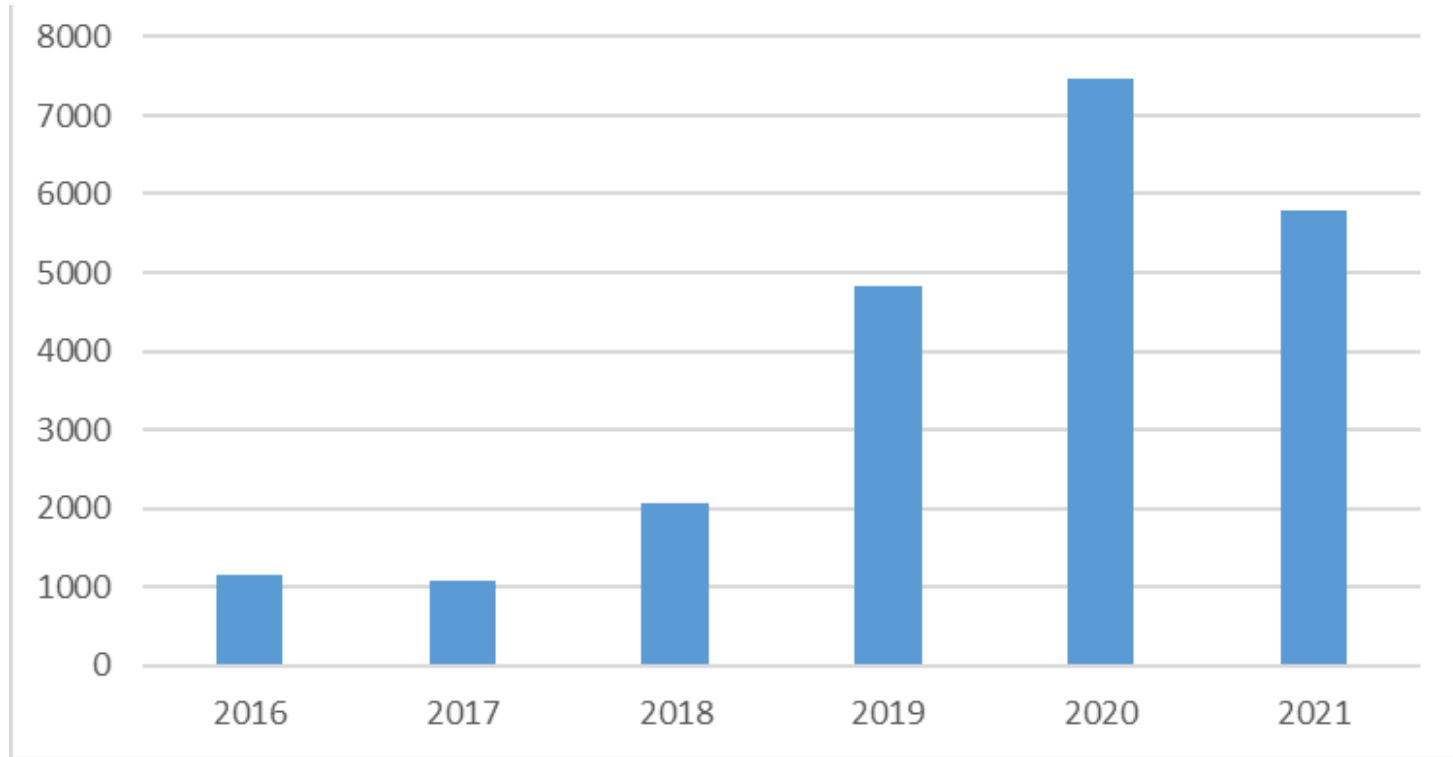
Fewer Disputes



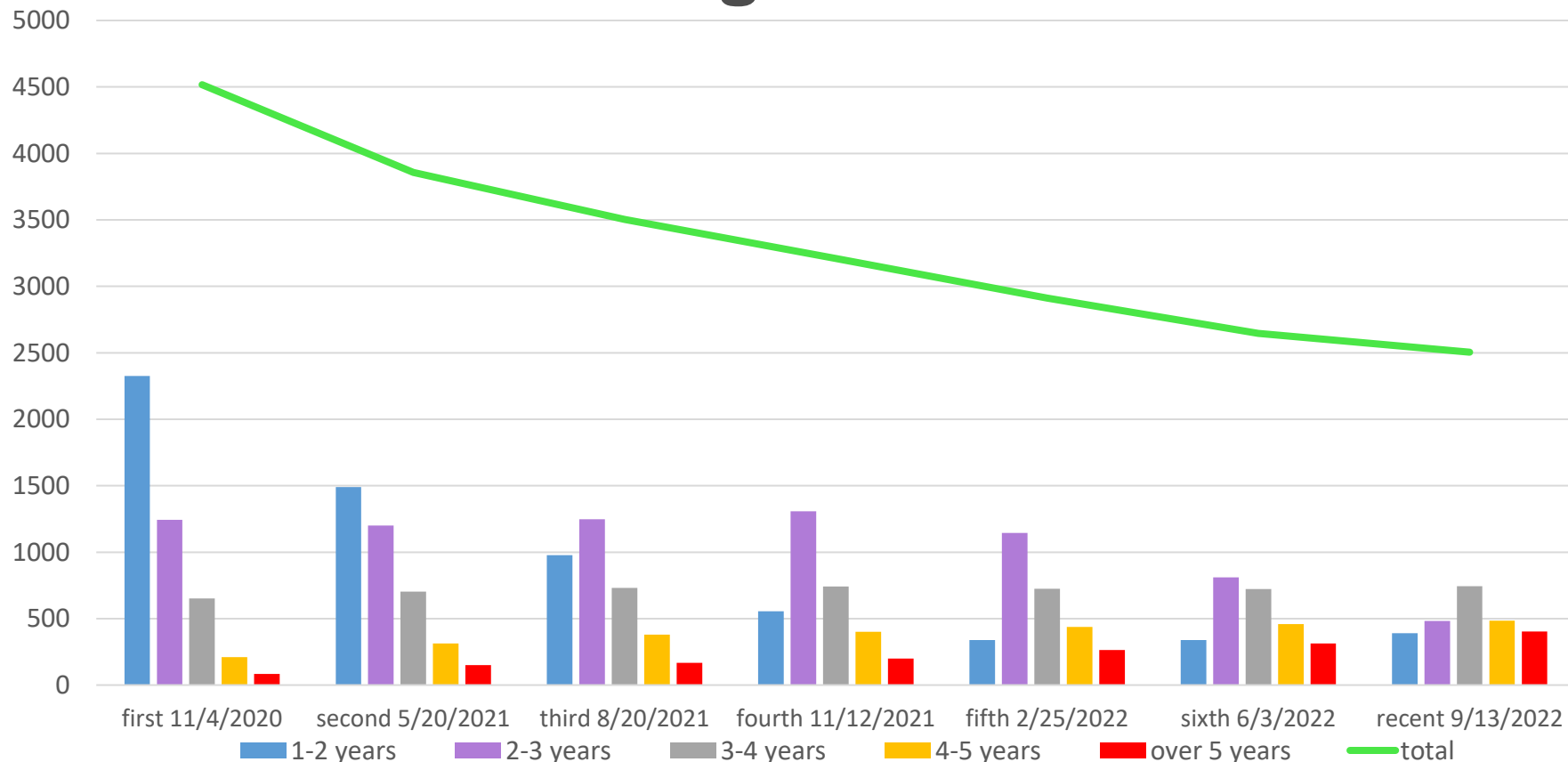
Growth in Return to Work with New Employer



Increase Use of Job Modifications



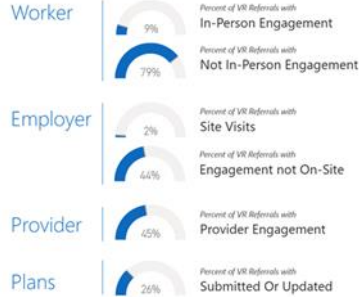
Reduction in Aged AWA Referrals



Consistent tracking of QA process

Firm Reported Data

Vocational Recovery



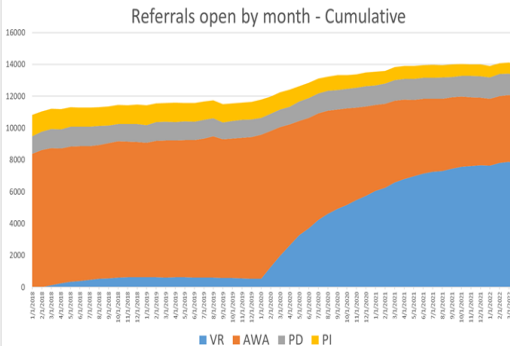
Ability to Work Assessment



Meetings and Agreements

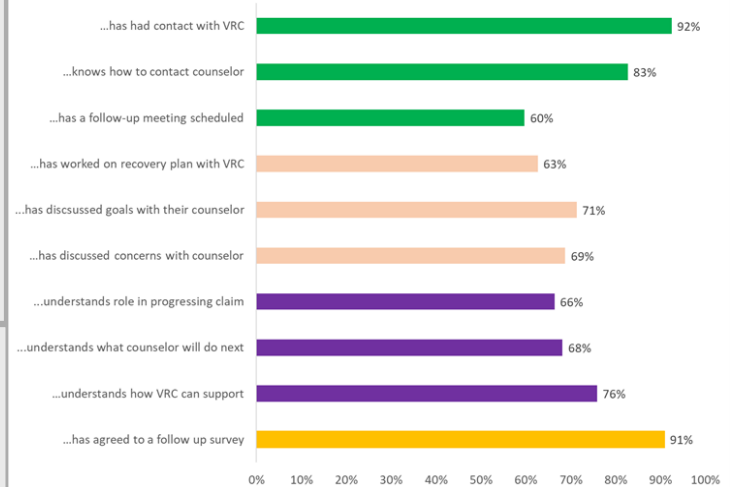
Number of QA meetings	122
Number with written agreements	100%
Number of claims reviewed	
VR referrals	467
AWA referrals	43
Number of assigned counselors reviewed	274

System-Level Data



Worker Survey Data

Worker answered "YES" to the question:



The department monitors multiple source of data and system performance





Vocational Recovery Successes

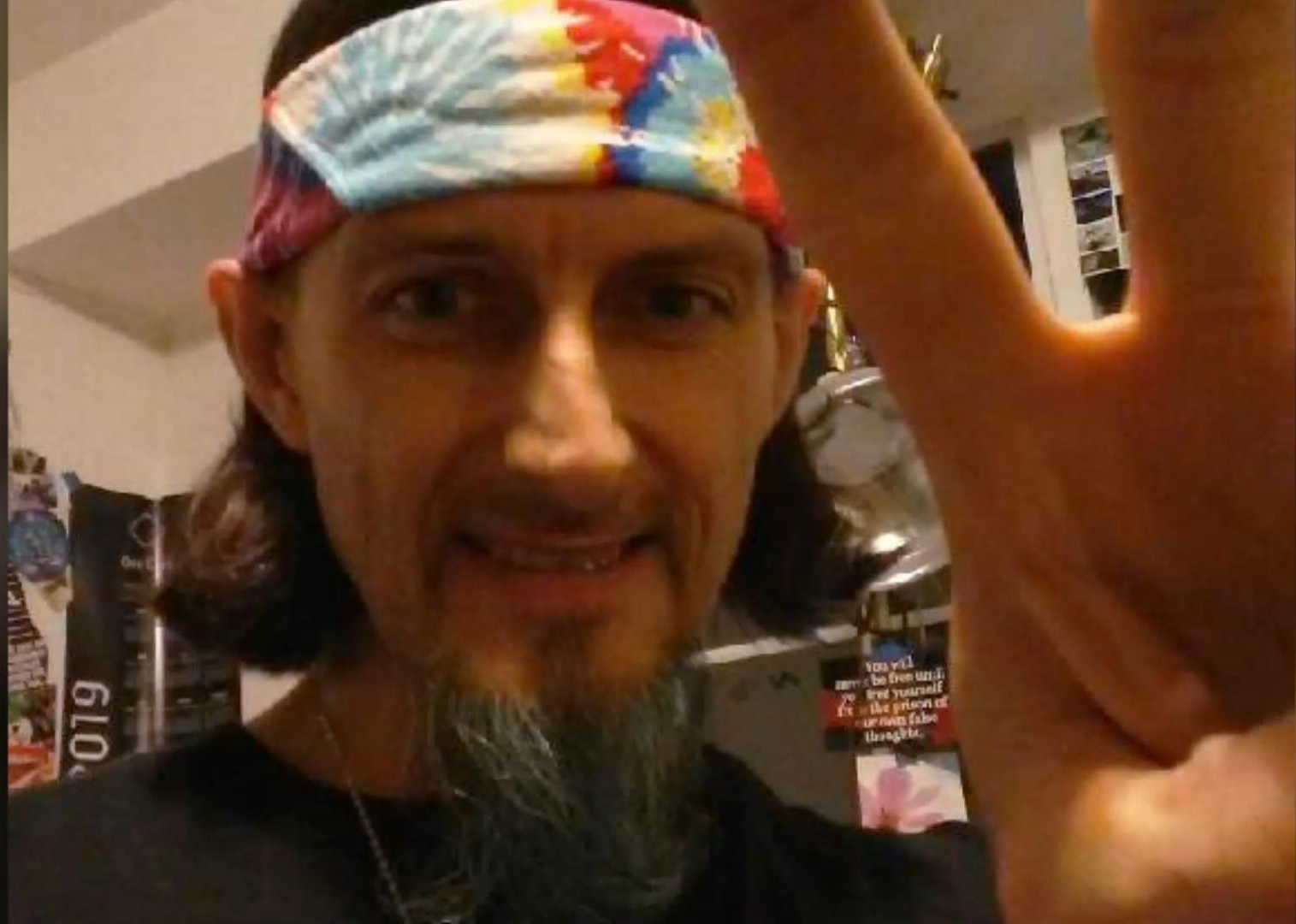


Big Changes- Then and Now

Big Changes: Then and Now



Chad's Story





Vocational Recovery

A Success Because of You!