

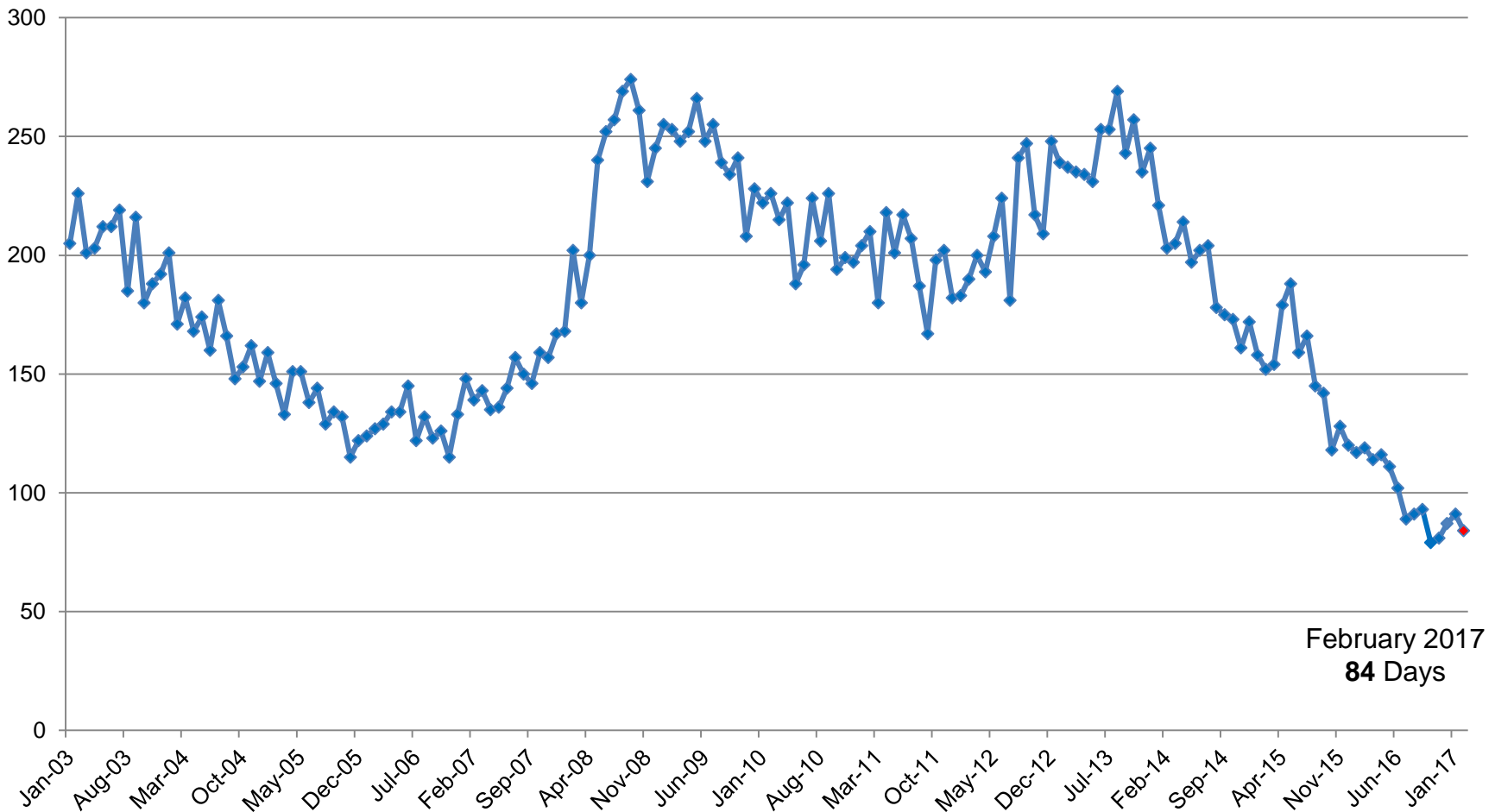
# IARP SPRING CONFERENCE

*Early AWA Data and Enhanced  
Services- A Year in Review*



# Ability to Work Assessment referrals are now targeted to address the onset of long-term disability.

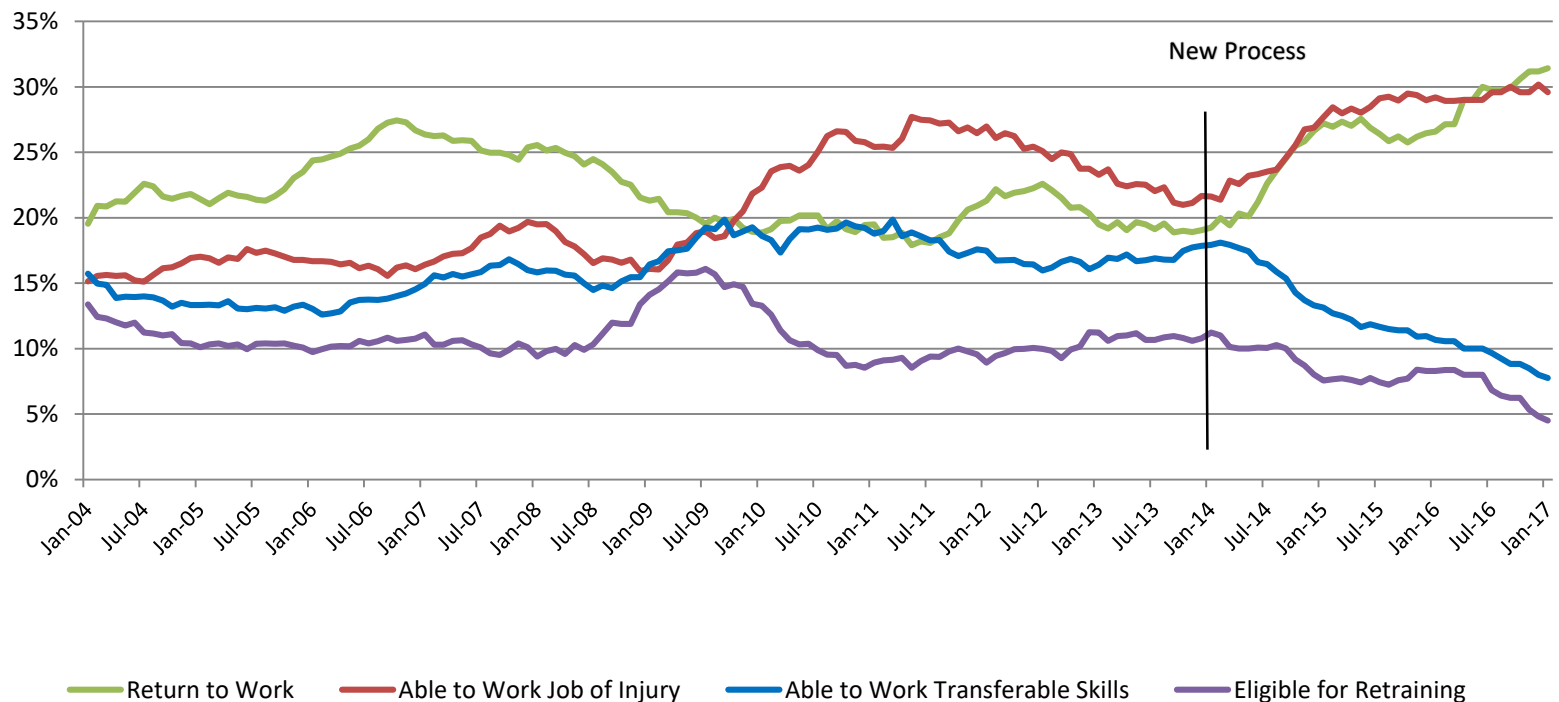
Median Time-loss days paid at 1st AWA Referral



February 2017  
84 Days

# New focus on return to work in AWA process has increased positive outcomes for 1st AWAs

Outcome distribution when first AWA referral made with **less** than 90 days of time-loss (12 month moving average)



# EAWA LIST

Wrkpos Id	Claim Id	Clmt Last Name	Injury Date	Open ERTW Referral?	No Referral						
UQ15	QQ94943	PAUL McCartney	12/11/2016	Y							
UQ16	QQ94944	TAYLOR SWIFT	11/15/2016	Y							
UQ17	QQ94945	KEITH MOON	12/8/2016			AWA Assigned					
UQ18	QQ94946	RICKY NELSON	9/14/2016		RTW	RTW 01/30/17 with new employer					
UQ19	QQ94947	TINA TURNER	9/23/2016			Assigned AWA 3/17/17					
UQ20	QQ94948	FRANK ZAPPA	7/25/2016			Will assign upon resolution claim protest.					
UQ21	QQ94949	BECK	11/7/2016			Assigned AWA 3/17/17					
UQ22	QQ94950	JOHN COUGAR	11/30/2016			AWA Assigned					

# Enhanced Services Activities

10/15/15

DOESN'T WORK	CM	WORKS
<ul style="list-style-type: none"><li>• Auto-pilot</li><li>• No movement</li><li>• Lack of clarity after 42 days</li><li>• Same PR</li><li>• No clean JAs on file</li><li>• Plan - lack of contact / comm.</li><li>• Worker doesn't understand</li><li>• too involved with IW</li></ul>		<ul style="list-style-type: none"><li>• <u>Evocs!</u></li><li>• VRCs removing medical barriers moving things along</li><li>• In-person visits to AP</li><li>• VRC getting to know the worker</li><li>• EOI/VRC communication</li></ul>

# Enhanced Services Activities

10/15/15

WHAT WORKS	EXPERIENCES W/ AWA VOC.	WHAT DOESN'T WORK
<p>JASON PARKER / SA CALLS : CONV.</p> <ul style="list-style-type: none"> <li>• COMMUNICATING (ALL PARTIES)</li> <li>• DISCUSSING RECOVERY</li> <li>• EVERYONE ON SAME PAGE</li> <li>• EARLY REFERRALS</li> <li>• GETTING PEOPLE INTO WORKSOURCE</li> <li>• REGULAR FOLLOW UP</li> <li>• EMPATHY</li> <li>• WHAT CAN WE DO W/ YOU : FOR YOU</li> <li>• HOW THIS <del>REF</del> BENEFITS YOU: PROS OF WORKING</li> <li>• EDUCATING: I.W. FOR A/P</li> <li>• GOOD <del>AND</del> OBJECTIVE A/P</li> </ul>	<p>NOT TAKING "BABY STEPS"</p> <ul style="list-style-type: none"> <li>• THE MESSAGE REMINDING HOW CAN BE DIFFICULT</li> </ul>	<p>NOT ASKING FOR HELP (ANY PARTY)</p> <ul style="list-style-type: none"> <li>• EXPLAINING <sup>NOT</sup> BARRIERS</li> <li>• LATE REFERRAL IN CLAIM LIFE</li> <li>• ATTY!</li> <li>• WORKER NOT PART OF PROCESS</li> <li>• ASSESSMENT &amp; REHAB</li> <li>• UNKNOWN(S)</li> <li>• WHAT WE CAN DO "TO" YOU</li> <li>• FOCUSING ON OUTCOME CODE "PROCESS"</li> <li>• AWA VERBIAGE?</li> <li>• NON COOP PROCESS,</li> <li>• <del>PRO</del> SUBJECTIVE A/P</li> </ul>



# Enhanced Services Activities



# BEST PRACTICES BY STAKEHOLDER

## **1. Worker Engagement**

- Robust Intake
- Jason Parker toolkit
- In-person counseling based on worker needs.
- Proactive identification, communication, and removal of barriers to RTW
- Develop Vocational Recovery Plan
- Exit Interview and Soft Landing.

## **2. Employer Engagement**

- Intake with employer-RTW incentives and value of RTW
- Onsite JA
- Worksite assessment for Job Modifications
- Proactive identification, communication, and removal of barriers to RTW
- Develop Vocational Recovery Plan

## **3. Provider Engagement**

- Develop Vocational Recovery Plan
- Proactive identification, communication, and removal of barriers to RTW
- JAs to PT/OT/WC/WH provider to guide treatment
- JAs to AP within 30 days
- JAs back from AP within 42 days

## **4. Coordination with L&I**

- Develop Vocational Recovery Plan
- 60-day staffing with CM if needed.
- Proactive identification, communication, and removal of barriers to RTW.
- Call VSS if VRC is not sure how to proceed after staffing with VRC's internal resources.
- JAs to CAC within 30 days.



The most significant method of keeping time-loss benefits from growing to lengthy levels is through the vocational rehabilitation program.

Early and aggressive intervention by skilled VR professionals has great potential to reduce time-loss and improve return to work for injured workers.

Washington State Pension System Review, W.E.  
Upjohn Institute, 2008