

Vocational Service Specialists

A day in the life...



Vocational Services Specialist Position Description:

Under the supervision of the Vocational Services Supervisor, provides professional and technical expertise to department staff, private vocational counselors, employers and their representatives, health care professionals and injured workers and their representatives to effectively interpret and implement the statutes, administrative codes, department policies and procedures associated with vocational rehabilitation services. Makes determinations on eligibility for plan development service and approves vocational retraining plans. This position supports the mission of preventing long-term disability by returning injured workers back to employment as quickly and safely as possible.

VSS SharePoint Home Site

- Daily Message & Stats
- Links to Frequently Used Resources
- Libraries
- Leave Calendar
- QA List

The screenshot displays the VSS SharePoint Home Site interface. At the top, a dark blue header bar contains the text "Site Actions" with a dropdown arrow, a "Browse" button, and a "Page" button. On the right side of the header, the user's name "Sutherland, Melissa L (LNI)" is shown with a dropdown arrow, and a "Notes" link is visible. Below the header, a navigation bar includes tabs for "Home", "Overview", "Overview Two", "Over 10 Days", "Monthly Stats", and "SI". A search bar on the right of the navigation bar is labeled "Search this site..." and includes a magnifying glass icon and a help icon.

The main content area is divided into three columns. The left column contains a sidebar with the following sections:

- Libraries**
 - VSS Unit Assignments
 - VSS Desk Manual
 - Staff Meeting Agendas & Minutes
 - SharePoint & Liniis Web Instructions
 - Forms
 - Samples (of Letters)
 - New VSS Training Folder
 - Gemba Walk Schedule
 - Site Pages
 - VSS Project Updates
- Lists**
 - AWA Quick Review
 - Return to Work Score Staffing
 - Leave Calendar
 - Self Insurance Plan Approval Template
 - Self Insurance Assessment Approval
 - VDRO Deferrals
 - Plan Approval Checklist
 - PWP Status Request Tracking
 - PWP Job Request Application Tracking
 - ADMX Tracking List
 - Enhanced Services/ADMX Review
 - Plan Mod Tracking List
 - Vocational Bills
 - Job Mod/Pre Job Tracking
- Discussions**
 - Team Discussion
- Recycle Bin
- All Site Content

The middle column features a "Daily Announcements" section with a table listing announcements. The table has columns for "Title" and "Modified". One announcement is visible: "Daily Stats - 3/21" modified on "3/21/2017 7:15 AM". Below the table is a link to "Add new announcement".

Below the announcements is a "Welcome to your site!" section with a paragraph of text: "Claims Vocational Services Specialists provide professional and technical expertise to the department staff, private vocational counselors, employers, health care professionals, and injured workers and their representatives to effectively interpret and implement the statutes, administrative codes, department policies and procedures associated with vocational rehabilitation services."

Below the welcome message is a link to "SharePoint & Liniis Web Instructions".

The right column contains a "Links" section with a list of links, each preceded by a checkbox. The links include:

- All 296-19A
- What reports are required when plan development services are completed?
- What information must an assessment report include?
- Map of Out-of-State Per Diem Rates
- Voc Payment Policies: Chapter 30
- In Demand Occupational Reports
- O*Net OnLine
- Date Duration Calculator
- What's New for Vocational Counselors Link
- Current Mileage Rates
- Self Insurance Cover Sheet, Check Lists & Instructions
- Self Insurance Miscellaneous Claim Issues Adjudication Guidelines
- Ask L&I
- http://inside.lni.wa.gov/
- Vendor Services Lookup
- Vocational Outcome Codes with Dispute Rights
- PCC Occupational Skills Training Program Link
- Careerbridge Training Provider List
- Work Force Licensed School List
- OFM Per Diem Rates as of 10/01/2015
- Old OFM Per Diem Rates for 10/01/2014 to 9/30/2015
- New Option 2 Rules

Daily Assignment List

Plan Mod Tracking List

<input type="checkbox"/>	@	Claim #	Status	Date Received	Worker Name	Assigned VSS
		Count= 15	Count= 15			

Vocational Bills

<input type="checkbox"/>	@	Claim Number	Status	Date of MIPS Request	Assigned VSS	VSS Reviewer
		Count= 21	Count= 21			

Job Mod/Pre Job Tracking

<input type="checkbox"/>	@	Claim Number	Status	VSS	Claims Unit	Worker Name	Date Received/Eligible
		Count= 4					

PWP Status Request Tracking

<input type="checkbox"/>	Claim #	Status	Date Received	Assigned VSS	Reviewer
	Count= 66	Count= 66			

Plan Approval Checklist

Plan Approval Checklist

<input type="checkbox"/>	Date Received	Status	Claim#	Worker Name	Assigned VSS
			Count= 19		

Unworked AWAs

AWA Quick Review

<input type="checkbox"/>	Date Received	Status	Claim #	Worker Name	Assigned VSS
			Count= 32		

ADMX Tracking List

<input type="checkbox"/>	@	Claim #	Status	Date EVOC Received	Worker Name	Assigned VSS
		Count= 23	Count= 23			



Outlook Calendar

The screenshot displays the Microsoft Outlook Calendar interface. At the top, the ribbon includes options for viewing the calendar (Next 7 Days, Day, Work Week, Week, Month, Schedule View), managing calendars (Open Calendar, Calendar Groups), sharing (Share Calendar, Publish Online, Calendar Permissions), and a search bar (Search People, Address Book). Below the ribbon, the date is set to Thursday, April 20, 2017, with a weather forecast of 53°F/45°F. Three calendar windows are open, each showing a different calendar view for the same day.

Calendar - sutm235@LNI.W... (THURSDAY)

- 6 AM: Morning Check-In; My Cubicle; St...
- 7: Staffing; LaTrisha's cubicle; Galle...
- 8: Staffing/Review; Keo's Desk; Suth...
- 10: JLARC DPAM -- CM Decision Tree
LNI FA N262 2 HQ TUM C19 902-6165
Soria, Megan (LNI)
- 11: VSS Staff Meeting
LNI RE NT307 Ins Svcs Exec POLYCOM
Hubert, Rebecca (LNI)
- 1 PM: Claims Admin Sups Meeting
LNI FA S119 * 1 HQ TUM C25
902-6105 Video Conf
Dwyer, Miranda M (LNI)

Ostler, Kristine (LNI) (THURSDAY)

- Office Hours - 6:30am to 4:00pm
- VRP Advisory Committee Meeting
LNI FA S117 * 1 HQ TUM C25
902-6195 Video Conf
Bonfield, Stacy R (LNI)
- Claims Admin Sups Meeting
LNI FA S119 * 1 HQ TUM C25
902-6105 Video Conf
Dwyer, Miranda M (LNI)

Drabek, Lara C (LNI) (THURSDAY)













- VSS Staff Meeting
LNI RE NT307 Ins Svcs Exec POLYCOM
Hubert, Rebecca (LNI)
- Unit Y gemba

ORION MAIL LIST

One of the first things a VSS does in the morning is to open up their Orion Mail Box and look at new work items.

There are **eight** different types of work items, 20 items are listed on each page and typically a VSS will have multiple pages to review.

Suspended Payments	Worker Last Name
Utilization Review	
Secure Message	
Notification	Filter Default
My Claims	
My Ticklers	
Future Close Cost Exceeded	
Care Coordination	
RTW Prompt	
ECS ROA	
» Forwarded WI Tracking	
» Second Claim Review	
» Query	
» Wage Calculation	
» Payment Preferences	
» IME Referral	
» Notification Requests	
» Queues	
» Time Limited Access	
» Vocational Referral	
» Bill Summary	

	Select	Date Received	Doc Type
	<input type="checkbox"/>	3/20/2017	CLSAW
	<input type="checkbox"/>	3/20/2017	CLSAW
	<input type="checkbox"/>	3/20/2017	CLSAW
	<input type="checkbox"/>	3/20/2017	CLSPD
	<input type="checkbox"/>	3/20/2017	CLSPD
	<input type="checkbox"/>	3/20/2017	CLSPD
	<input type="checkbox"/>	3/20/2017	2PWP
	<input type="checkbox"/>	3/20/2017	JMOD
	<input type="checkbox"/>	3/20/2017	CLSAW
	<input type="checkbox"/>	3/20/2017	2PWP
	<input type="checkbox"/>	3/20/2017	2PWP

Orion Worklist Items

1) EVOC

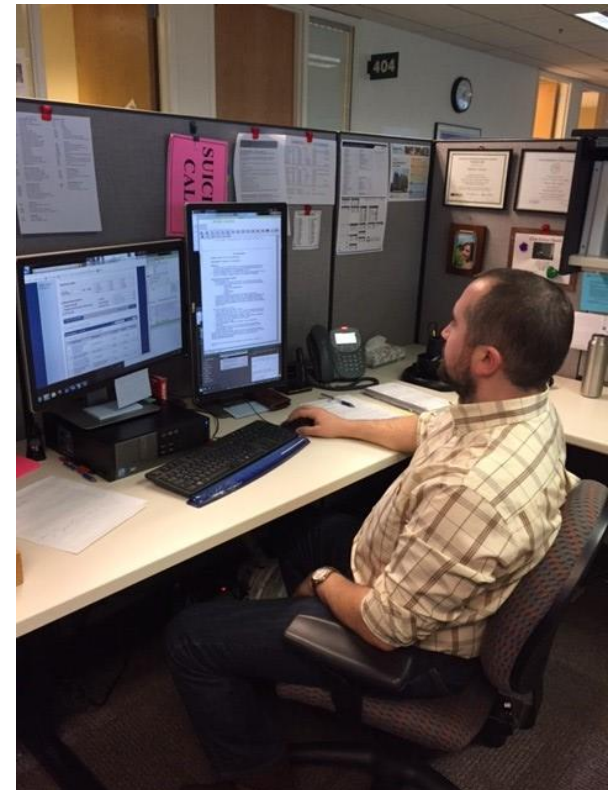
- Plan development good cause extension requests
- Non-cooperation in all phases of vocational services
- Assessment fee cap exception requests
- FYI – Updates
- ADMX requests
- ADMX updates

2) 2PWP

- Requests for Preferred Worker Status

3) OPTSL

- Selection of OPT1 or OPT2



4) JMOD

- Job Modification/Pre-job Accommodation Requests

5) VPLAN

- Plan modification requests (may require Additional Vocational Assistance)
- Approved Plan confirmation

6) DVAR

- VDRO Determinations

7) CLSAW

- Assessment reports recommending eligible for retraining (VSS review for preferred worker status when approving the recommendation for plan development services)

8) CLSPD

- Proposed retraining plans

Home

Overview

Overview Two

Over 10 Days

Monthly Stats

SI

Search this site...

Recently Modified

Home

Change of VRC During Plan

Denied Plans

Option 2

Option 2 Dual Claim

Libraries

VSS Unit Assignments

VSS Desk Manual

Staff Meeting Agendas & Minutes

SharePoint & Liniis Web Instructions

Forms

Samples (of Letters)

New VSS Training Folder

Gemba Walk Schedule

Site Pages

VSS Project Updates

Lists

AWA Quick Review

Return to Work Score Staffing

Leave Calendar

Self Insurance Plan Approval Template

Self Insurance Assessment Approval

VDRO Deferrals

Plan Approval Checklist

PWP Status Request Tracking

PWP Job Request Application Tracking

ADMX Tracking List

Enhanced Services/ADMX Review

Plan Mod Tracking List

Vocational Bills

Job Mod/Pre Job Tracking

Discussions

Team Discussion

Recycle Bin

All Site Content

VSS Desk Manual

ADMX Procedures

- [ADMX Instructions.docx](#)
- [ADMX QA Instructions 12-16.docx](#)
- [ADMX Talking_points for enhanced services.docx](#)
- [Assessment Review Cheat Sheet.docx](#)

AWA Procedures

- [Assessment Review FYI.docx](#)
- [Steps to Auth Fee Cap Exception Request.docx](#)
- [Steps to process AWA recommending PD Eligible.docx](#)
- [Script SAS3 PD Approved.docx](#)

Request Exception Vocational Evaluation

- [Employer provided RTW services and AWA](#)
- [PWP Approval During CLSAW Review.docx](#)

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Plan Development Procedures

- [Steps to process PD Extension Request.docx](#)

Request Exception Room Board Request

- [Plan Review FYI.docx](#)
- [Steps to process approved plans \(2\).docx](#)
- [Script Plan Approved.docx](#)
- [Steps to Temp Deny Plan- P5 Letter.docx](#)
- [Credit time-money in new or reopened claims with prior OPT2.docx](#)

Plan Time & Money Decision Matrix.pdf

Denied Plans

- [Referring back to plan development.docx](#)
- [Instructions for multiple claims plans.docx](#)

Plan Implementation Instructions

Option 1

- [Steps to load training funds when there is an option 2 flag.docx](#)
- [Steps to process plan modification.docx](#)
- [AVA Instructions.docx](#)
- [AVA Sample.docx](#)
- [Steps to process Change of VRC During Approved Plans.docx](#)
- [Non Co-op Instructions.docx](#)
- [Fax cover sheet non-Coop.docx](#)

Option 2 Instructions

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- [Steps to Enter Option 2 If the Worker Has Not Started the Option 1 Plan.docx](#)
- [OPTION 2 after Option 1 Plan Start Procedures.docx](#)
- [Determining timely Option 2 Selection.docx](#)
- [Option 2 Selection Denial.docx](#)
- [Steps to load training funds when there is an option 2 flag.docx](#)
- [Request to Adjust Cost TEMPLATE.docx](#)
- [Determining Statutory Benefits for Vocational Plans Following Prior OPT2 Plan Closure.docx](#)

Retraining Plan Billing Issues

- [Resolving Billing Issues in an Open PI Referral.docx](#)
- [How to Dummy a Bill.docx](#)

PWP Processes

- [PWP Application Approval Process.docx](#)
- [RE Tips to Determine MMI.msg](#)
- [PWP Employer Assistance with JA-JD.docx](#)

Pre-Job Accommodation Instructions

- [Pre Job Accommodation and Job Modification Steps.docx](#)

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Spanish Document Request





- [How to Order Spanish Dictation.docx](#)
- [Spanish Document Request.docx](#)

Miscellaneous Procedures/Information

- [Document Processing SHEET.docx](#)
- [Full List of Outcome Codes with Dispute Rights.docx](#)
- RLOG Entry
- Liniis Screens.docx
- [Steps to load RTW Score Staffing in SharePoint.docx](#)
- [Injury and Cost Profile Instructions.docx](#)
- [AM Itr directions.docx](#)
- [Procedure to Complete VDRO Deferral List.docx](#)
- [AWA REFERRAL PILOT WITH EMPLOYER RESOURCES NORTHWEST.docx](#)
- [ORION Notification Instructions.docx](#)
- [VDRO Deferral.pdf](#)
- [Work Item protocol.docx](#)
- [Work Item Timeliness Standards.docx](#)
- [Staffing sheet for AWA quick review.docx](#)
- [Staffing Sheet for Plan Approval.docx](#)

Plan Approval Check List

Date Received *	<input type="text"/> 
Last Day to Take Action *	<input type="text"/> 
Status *	New <input type="button" value="v"/>
Claim# *	<input type="text"/>
Worker Name *	<input type="text"/>
Assigned VSS *	<input type="button" value="v"/>
Reviewer	<input type="button" value="v"/>
Staffed With:	<input type="button" value="v"/>
Language Indicator	<input type="button" value="v"/> If left blank no translation/dictation needed
CM-WorkPos *	<input type="text"/>
Vocational Firm	<input type="text"/>
Provider#/Branch#	<input type="text"/>
Assigned VRC	<input type="text"/>
Provider#	<input type="text"/>
VRC Referral Date *	<input type="text"/> 
Plan Goal	<input type="text"/>
Training Site	<input type="text"/>
Start Date *	<input type="text"/> 
End Date	<input type="text"/> 
Time Encumbrance	<input type="button" value="v"/>
Cost Encumbrance	<input type="button" value="v"/>
Transportation Encumbrance	<input type="button" value="v"/>

Room & Board Encumbrance	<input type="button" value="v"/>
Medically Approved JA	<input type="button" value="v"/>
Curriculum Attached	<input type="button" value="v"/>
Labor Market Survey Attached	<input type="button" value="v"/>
New LMS Format Used	<input type="button" value="v"/>
Signed Accountability Agreement	<input type="button" value="v"/>
Signed Ownership Agreement	<input type="button" value="v"/>
*Private Career School?	<input type="button" value="v"/> Skip this & next 4 items if not a private career school
*Private School Listing	<input type="button" value="v"/>
*WTECB Program Catalogue Attached	<input type="button" value="v"/> Does Proposed Plan Match Catalogue?
*Plan Matches Program Listed On ETPL	<input type="button" value="v"/>
*OJT Part of Curriculum	<input type="button" value="v"/>
**On The Job Training Plan?	<input type="button" value="v"/> Skip this & next 3 lines if not OJT
**Type Of OJT	<input type="button" value="v"/>
**OJT Agreement Attached	<input type="button" value="v"/>
**OJT Curriculum Supports Goal	<input type="button" value="v"/>
Plan Approved First Review	<input type="button" value="v"/>
VSS Comments	<div></div> Use if Answer to "Plan Approved First Review" Question is No or P5 used
Review Date	<input type="text"/> 
Date Action Taken	<input type="text"/> 
Mail Date	<input type="text"/> 
	Admin Use Only
Option Choice	Option 1 <input type="button" value="v"/>
Date of Option 2 Selection	<input type="text"/> 

Work Items That Are Not Received In VSS Worklist:

VCLOS

- any vocational closure that does not recommend retraining

VOC

- progress reports
- vocational documentation

VDRO

- Disputes received, accepted, and resolved

Vocational Reports Processed First Quarter 2017

CLSAW: 475 AWA reviews in average of 7 days

- 84 % VSS reviewed within 10 days
- 288 Approved as written
- 1 Denied and sent to new VRC
- 81 Temporarily Denied (Revised Report Needed)
- 2 Admin Closure
- 90 Required phone call for additional Info prior to approval
- **55 (40%) of AWAs were not approved as written or originally submitted**

Plans: 340 PLAN reviews in average of 6 days

- 4 Deemed approved
- 197 Plans approved as written
- 32 Plans temporarily denied
- 2 Plans denied
- 109 required phone calls for additional info
- **143 (42%) of plan's reviewed were not approved as written or originally submitted**

Plan Mod: 406 reviews in average of 5 days

- 356 approved
- 50 denied

ADMX Reviews: 435 ADMX in average of 5 days

- 1173 Currently in Monitoring Status
- 479 Closed to Date
- 9 in Pending Status

PWP Request Reviews: 563 request, 506 approved

- 401 applications included the required documentation

Option 2 Selections

- State Fund VSS closed 117 Plans in 1st Quarter 2017 with OPT2 Average Length of Plan 425 days
- 77 Selected OPT2 Prior to plan start
- 40 Selected OPT2 after plan start

VSS resolved
167 voc billing
issues

VSS reviewed
72 pre-job/job
mod

VSS wrote 21
AVA request

Tasks not assigned through ORION:

- Phone calls, emails, drive-by from the claim managers, claim consultants, pension adjudicators, trainers, coaches, and Vocational Dispute Resolution Office vocational staff
- Review of referrals within the ADMX pilot for status update and claim progress from the VRC and the Department. Currently over 1,000 in monitoring status
- Prepare recommendations to the Director for discretionary approval of vocational services to avoid permanent total disability and/or charges of those services to the medical aid fund (Additional Vocational Assistance – AVA)
- Research and resolve vocational billing issues as requested by the medical treatment adjudicators
- Assistance with Claims Training presentations for WCA2, WCA3, and WCA4
- Coordinate vocational referral transfers when a VRC leaves a firm or the profession
- Phone calls from private sector vocational counselors

Tasks not assigned through ORION:

VSS staff participate in:

- Gemba walks
- Return to Work Score Staffings
- Unit meetings
- Combined Fund Drive
- All Staff Training
- Improvement projects

100% Self Facilitated!

March 2017 Gemba Schedule Manage add-ons

	Mon	Tue	Wed	Thu	Fri
Week 1			1	2 A: 9:30-10:00 D: 10:00-10:30 4: 10:30-11:00 Z: 1:00-1:30	3
Week 2	6 W: 9:30-10:00 R: 1:30-2:00 H: 1:30-2:00	7 N: 9:00-9:30 J: 1:30-2:00 C: 1:30-2:00 E: 2:00-2:30 P: 2:30-3:00	8	9 L: 1:00-1:30 O: 1:00-1:30 M: 1:30-2:00 K: 1:30-2:00 Y: 2:00-2:30 F: 2:00-2:30 U: 2:30-3:00	10
Week 3	13 8: 1:00-1:30	14 B: 1:00-1:30 G: 2:00-2:30 6: 2:00-2:30 9: 2:30-3:00	15	16 K: 1:00-1:30 O: 1:00-1:30 L: 1:00-1:30 M: 1:30-2:00 Y: 2:00-2:30 U: 2:30-3:00	17
Week 4	20 W: 9:30-10:00 8: 1:30-2:00	21 N: 9:00-9:30 B: 2:00-2:30 G: 2:00-2:30 9: 2:30-3:00 7: 2:30-3:00 X: 3:00-3:30	22	23 A: 9:30-10:00 D: 10:00-10:30 4: 10:30-11:00 Z: 1:00-1:30	24
	27 R: 1:30-2:00 H: 1:30-2:00	28 J: 1:30-2:00 C: 1:30-2:00 E: 2:00-2:30 X: 2:00-2:30 7: 2:30-3:00 6: 2:30-3:00 P: 2:30-3:00	29	30	31

Current improvement projects include but are not limited to:

- Vocational Recovery Project
- PWP Phase II
- Option 2 Project
- Plan Modification improvement
- Learning Modules
- RTW Guest Quarterly Meetings
- Early AWA Project
- Enhanced Services
- SharePoint Migration and Record Retention
- Liniis Migration
- Joint Legislative Audit and Review Committee – Disability Prevention and Management
- Private Vocational Schools



How can we make collaboration easier?

- Questions regarding process could be discussed at the firm level.
- Check the Claim Account Center for authorizations.
- When calling the Department regarding a medical concern on the claim, the claim manager is the person to contact.
- When calling to discuss a claim and the VSS is not available, leave a brief description of the issue.
- Vocational recommendations are stand-alone documents. Be sure to include all supporting documentation.
- Verify that your report is imaged correctly.
- Remember, we are looking for your vocational recommendation.

