

WA IARP October 3, 2014

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AGENCY GOALS





1 Make workplaces safe.



2 Help injured workers heal and return to work.



3 Make it easy to do business with L&I.



4 Help the honest workers, businesses and providers by cracking down on the dishonest ones.



5 Ensure L&I is an employer of choice.

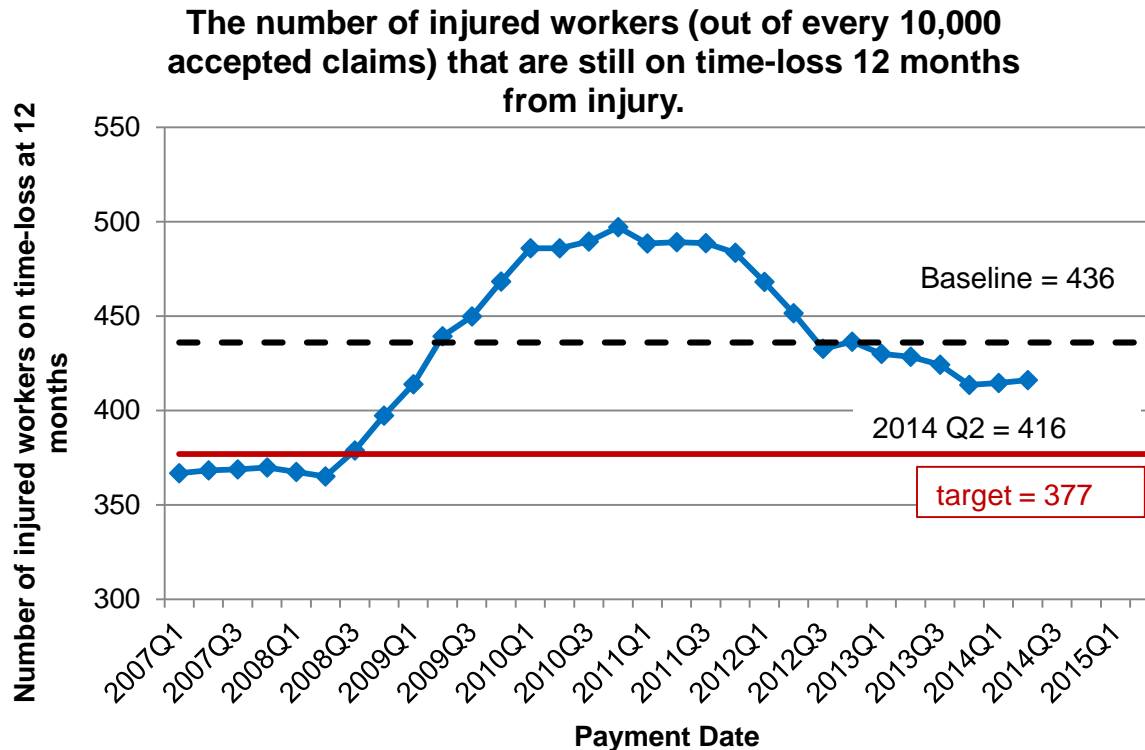
Goal 2: Help injured workers heal and return to work.



2 Help injured workers heal and return to work.

| | | |
|------------------------------------|-------------------------------|--|
| Create a culture of return to work | Reduce unnecessary disability | Reduce system delays and improve our customers' experience |
|------------------------------------|-------------------------------|--|

Overall Measures – Help injured workers heal and return to work



Definition of Long-term disability claims – For every 10,000 accepted claims, the number that are on time-loss 12 months from their injury month, smoothed.

Target: 377

*Current Status is
GREEN.*



*Our goal is to be
BELOW the target line.*

*We are on track to reduce
the number of injured
workers still on time-loss
12 months after their
injury.*

Analysis & Detail: We have instituted a number of strategies to reduce disability at 12 months. The decline after 2011 was largely due to the implementation of Washington Stay at Work Program. Now we are using Lean to identify and implement internal policy changes to continue the positive change.

Collaborate to Reduce System Delays

- Evaluate internal and external processes and eliminate steps that do not create value for our customers. Improve efficiency and ease of use for all processes.

| | Baseline: 2013 | 2Q 2013 | 3Q 2013 | 4Q 2013 | 1Q 2014 | 2Q 2014 | TARGET By 6/2015 |
|---|-------------------|------------|------------|------------|------------|------------|---------------------|
| Median time-loss days to first AWA referral <small>(average monthly)</small> | 249 | 245 | 261 | 250 | 219 | 215 | N/A |

PERFORMANCE AGREEMENTS AND MEASURES



Helping Workers Heal and Return to Work Dashboard

| Status | Focus Area | Red Target | Yellow Target | Green Target | May 2014 | June 2014 | July 2014 | Aug 2014 |
|---|--|------------|---------------|--------------|----------|-----------|-----------|----------|
|  | AWA: 85 percent adherence to standard work during Ability to Work Assessment (AWA) | <75% | 75-84% | ≥85% | N/A | 62% | 61% | 66% |



green making progress towards target



yellow not making consistent progress towards target



Red moving consistently in wrong direction

RIGHT SERVICES, RIGHT PERSON, RIGHT TIME



Return to Work Partnerships

- Early Vocational Services (Early Ability to Work or EAWA Experiment)
 - ✓ Referrals for AWA services after 60-70 days of time-loss
 - ✓ Lean VRC standard work measures applied

The Early Ability to Work Experiment (EAWA)

- What will happen if AWA referrals are made at 60-70 days after initial time loss payment?
- Who will make these referrals?
- Should there be a new countermeasure?
- Does VRC standard Work Apply?
- How can we make EAWA's even more successful?

Historical AWA Outcome Data

| | 2005 | 2010 |
|-----|------|------|
| ATW | 26% | 36% |
| RTW | 12% | 8% |

Return to Work Partnerships

Preliminary EAWA Outcomes

- Outcomes – based on closed early referrals*
 - **48% of workers returned to work** (compared to 10% of all other AWA referrals)
 - 92% of those RTW with employer of record
 - **42% of workers found able to work** (compared to 40% of all other AWA referrals)
 - 65% of those are released for full duty, no restrictions (compared to 50% of all other AWA referrals).

* Data is very preliminary, but promising; we have a limited number of voc service closures.

Resume Utilization data

| Referral Type | # of Resume's |
|----------------------------|---------------|
| AWA | 45 |
| Plan Development | 43 |
| Plan Implementation | 1 |

WorkSource VSS

L & I's co-located Vocational Services Specialists (VIP VSS)

Shift in scope of work:

- Under VIP – Formal Vocational Referrals
- Current State: Individualized & group services
 - Employment Services
 - On-Site Resources
 - Workshops

WorkSource VSS Assistance

Employment Services

- Find job openings
- Learn strategies for finding a job
- Job referrals and job search assistance
- Preparing résumé/cover letters and getting ready for job interviews
- Posting résumé online for employers to see
- Share job-search strategies with other job seekers (job club)
- Assess skills and provide career guidance
- Referrals to training programs
- Teach how much jobs pay and what jobs are in demand

WorkSource VSS Assistance

On-Site Resources

- Computers with Internet access
- Telephones
- Fax Machine
- Copy Machine
- Video Viewing Stations

WorkSource VSS Assistance

Workshops

Module 1: Orientation to WorkSource Services

Module 2: Skills and Abilities Analysis

Module 3: Job Search Strategies

Module 4: Perfecting Applications

Module 5: Effective Résumés and Cover Letters

Module 6: Interviewing Techniques

WorkSource VSS Assistance

Accessing Additional WorkSource Partners

Claimant Placement Services (for those on unemployment)

Veterans Services

Disabilities Placement Services

Ex-Offender Programs

Trade Act Programs

Re-Employment Specialist (RES) Pilot

- Contractual partnership with ESD
 - 2 Re-Employment Specialists on 4th floor in Tumwater
 - Adding a Spanish speaking RES on 4th floor
 - 1 Re-Employment Specialist co-located at WorkSource Everett

Re-Employment Specialist (RES) Pilot

Available Services

Tumwater RES: Telephonic

- Introduction to WorkSource services (workshops, job clubs, veteran's services)
- Job search planning & career guidance
- Resume review & cover letter development
- WorkSource referrals
- Basic unemployment services
- Referrals to community services (WorkSource, DVR, emergency/crisis services)
- Referrals to Everett RES & WorkSource VSS's

Re-Employment Specialist (RES) Pilot

Available Services

Everett WorkSource RES

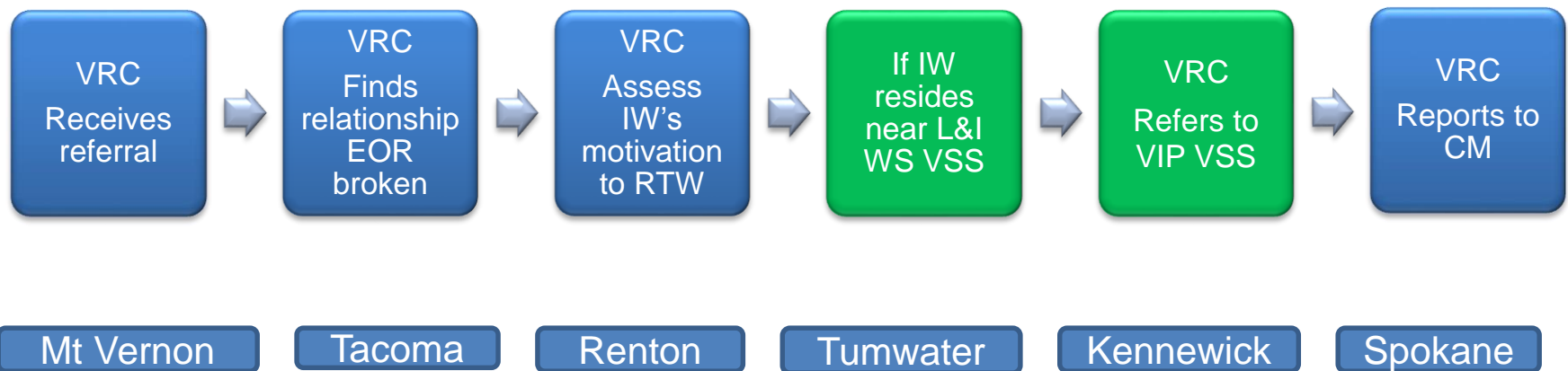
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- Referrals to a training programs
- Teach how much jobs pay and what jobs are in demand
- Workshops
- Access to additional WorkSource partners

HOW/WHEN CAN VRC'S PARTNER WITH RES/WORKSOURCE?



What is the process?

VRC finds Employer of Record relationship broken
and worker **resides near** L&I WorkSource VSS
or Everett WorkSource

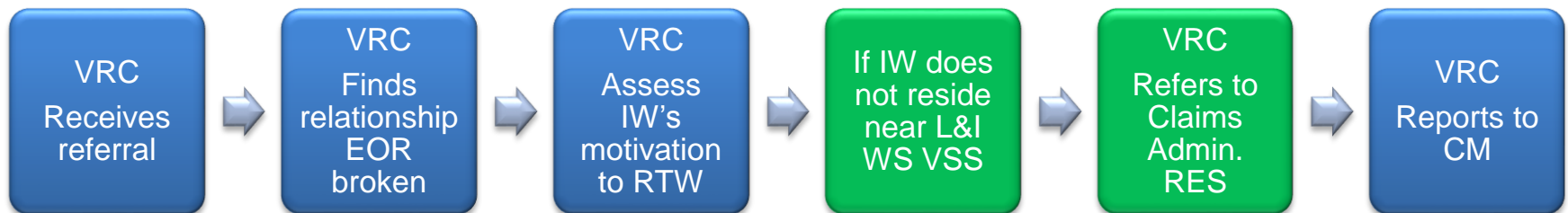


For workers in **Everett** contact:

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What is the process?

VRC finds Employer of Record relationship broken
and worker **does not reside near** L&I WorkSource
VSS



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Maintain regular
contact with RES or
VSS to ensure
service coordination

Goal 3: Make it easy to do business with L&I.



3

Make it easy to do business with L&I.

Provide info and materials that our customers can easily understand

Decrease time and costs for customers

Improve specific processes based on customer needs/expectations

Q&A

