

"Ethical Customer Service:
Building Relationships with TPA's, the Department of L
& I and Attorneys while completing objective
assessments with Injured Workers."

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Commission on Rehabilitation Counselor Certification

Rehabilitation counselors are committed to facilitating the personal, social, and economic independence of individuals with disabilities. In fulfilling this commitment, rehabilitation counselors recognize diversity and embrace a cultural approach in support of the worth, dignity, potential, and uniqueness of individuals with disabilities within their social and cultural context. They look to professional values as an important way of living out an ethical commitment. The primary values that serve as a foundation for this Code include a commitment to:



CRCC Code of Ethics

- Respecting human rights and dignity;
- Ensuring the integrity of all professional relationships;
- Acting to alleviate personal distress and suffering;
- Enhancing the quality of professional knowledge and its application to increase professional and personal effectiveness;
- Appreciating the diversity of human experience and culture; and,
- Advocating for the fair and adequate provision of services.



Certified Disability Management Specialist (CDMS)

The fundamental spirit of caring and respect with which the Code is written is based upon five principles of ethical behavior. These include autonomy, beneficence, nonmaleficence, justice, and fidelity, as defined below:

- Autonomy: To honor the right to make individual decisions.
- Beneficence: To do good to others.
- Nonmaleficence: To do no harm to others.
- Justice: To act or treat justly or fairly.
- Fidelity: To adhere to fact or detail.



WA State Title 51 Industrial Insurance

- RCW 51.32.095
- Return to Work Priorities
- Employers
- Workers
- Medical Community
- Vocational Rehabilitation Counselors



Washington Administrative Code

- WAC 296-19A-070
- Ability to Work Assessment
- Assessment Closing Report
- Able to Obtain and Sustain Gainful Employment
- Job Analyses
- Transferable Skills Analyses
- Age/Education



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CRC - F.3 (A) "while all rehabilitation counselors have the discretionary right to accept retention in any case or proceed within the area (s) of expertise, they decline involvement in any case when asked to take or support predetermined positions, assume invalid representation of facts, alter their methodology or process without foundation or compelling reasons, or where there are ethical concerns about the nature of the requested assignments."



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CDMS – Section 3: Provision of Services to
Organizational Clients

RPC – Forensic Evaluation

RPC – Indirect Service Provision



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A.1. WELFARE OF THOSE SERVED BY REHABILITATION COUNSELORS

a. PRIMARY RESPONSIBILITY. The primary responsibility of rehabilitation counselors is to respect the dignity and to promote the welfare of clients. Clients are defined as individuals with, or directly affected by a disability, functional limitation(s), or medical condition and who receive services from rehabilitation counselors. At times, rehabilitation counseling services may be provided to individuals other than those with a disability. In all instances, the primary obligation of rehabilitation counselors is to promote the welfare of their clients.



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CRC - L.2. APPLICATION OF STANDARDS

c. CONFLICTS BETWEEN ETHICS AND LAWS. Rehabilitation counselors obey the laws and statutes of the legal jurisdiction in which they practice unless there is a conflict with the Code. If ethical responsibilities conflict with laws, regulations, or other governing legal authorities, rehabilitation counselors make known their commitment to the Code and take steps to resolve conflicts. If conflicts cannot be resolved by such means, rehabilitation counselors may adhere to the requirements of law, regulations, or other governing legal authorities.

CDMS – Relationship with All Parties Section 1.05 and 1.06
Legal Compliance & Benefit System Requirements



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WHAT DO WE DO?!?!?

DID YOU SAY YOU WERE A VRC OR
A VCR?



What is a Vocational Rehabilitation Counselor?

- Counselor.
- Employment Consultant.
- RCW & WAC Resource.
- Expert.
- Information hub.
- Job analyst.
- Helper.
- Professional.



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C.1. ADVOCACY

b. ADVOCACY. Rehabilitation counselors provide clients with appropriate information to facilitate their self-advocacy actions whenever possible. They work with clients to help them understand their rights and responsibilities, speak for themselves, make decisions, and contribute to society. When appropriate and with the consent of clients, rehabilitation counselors act as advocates on behalf of clients at the local, regional, and/or national levels.



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Educate your referral sources
about the process.

We arrive at employability
determinations.

We Close Claims!



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- As a Vocational Rehabilitation Counselor, what is your value added piece to the process?
- You can move the injured worker through the process.
- You can stop time loss on a file by arriving at your employability recommendation.
- You are an integral part of the process!!!

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CRC - K.1. ADVERTISING AND SOLICITING CLIENTS

a. ACCURATE ADVERTISING. When advertising or otherwise representing their services to the public, rehabilitation counselors identify their credentials in an accurate manner that is not false, misleading, deceptive, or fraudulent.

CDMS – RPC 1.01 – 1.02 Representation of Practice and Qualifications.



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WORKING WITH THE DEPARTMENT OF L & I

Recommendations for maintaining a good relationship
with the Department VSS.

- If you have a problem call the VSS.
- Call early, call often, until you get the right answer.
- Don't submit substandard work, hoping to either sneak it by the VSS (I did read the reports!).



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WORKING WITH THE DEPARTMENT OF L & I

Recommendations for maintaining a good relationship
with the Department VSS.

- Don't submit work because the referral source told you to.
- Be aware of procedural changes and use the right form.
- Check the Department Website "What's New for Vocational Counselors".



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CUSTOMER SERVICE

- Offer the best service possible.
- Phone calls/Emails. Return immediately!
- Be an expert.
- Be a resource.
- Be customer service.
- Always think how can you make the job of people around you easier and more efficient.



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- Join an association.
- Go to the local meetings.
- Give seminars about topics you know about.
- Put resources and tools on your website.
- Write articles.
- Mentor.
- Be an advocate.

QUESTIONS?

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