



Washington IARP Quarterly Newsletter

Summer, 2010

Special points of interest:

- **SAVE THE DATE!**
Fall Conference, October 22-23
- Additions to L&I performance measure

*Clouds come floating into
my life, no longer to
carry rain or usher
storm, but to add color
to my sunset sky.*

~Rabindranath Tagore

*Views expressed in this
newsletter do not
necessarily represent the
views of IARP National,
the WA IARP Chapter or
its Board of Directors.*

President's Column, Craig Bock, MA, CRC

Back in 1997 when I embarked on my professional career as a Vocational Rehabilitation Counselor, there were two ongoing goals that I had for myself: to speak and to write about the profession I love dearly. I have had ample opportunity to do both so far and continue to strive towards those goals on a daily basis.

Why you may ask? Well, I truly believe that our profession as VRC's is an unknown. We perform amazing tasks every single day in our roles as VRC's with the general public none the wiser. We carry out our roles knowing that ever changing times are upon us with the labor market, government and injured worker demographics that make our jobs continually challenging but equally satisfying.

During my tenure as your president, I will continually strive to make everyone that I come in contact with aware of how special our skill set is and how beneficial it can be to have a VRC involved whether it be in an Industrial Insurance setting, forensic setting, clinic based rehabilitation setting or other.

Based on the fact that each of us as rehabilitation professionals has different settings/surroundings and paradigms that guide our professional endeavors, I want to know your individual stories so I

can maximize and capitalize on my ability to bring those stories to the Department of L & I, the Director of L & I and others that you deem significant in your particular situation. Therefore, during the next few months, Ryan Guppy (newly elected board member) and I will be calling each one of the WA State IARP Membership to introduce ourselves and ask how we can make a positive impact on your specific professional situation.

If you want a certain reality in your life, simply think that it is and it will be. Believe in change because that is what we ask of the workers that we have the privilege and honor to work with. They have come up against a barrier and need to see their world in a different light so they can move through the barrier and start a new chapter in their lives. I implore you to do the same in your personal and professional lives as VRCs. We are all brilliant individuals and need to illustrate through example what positive things can happen as long as we think they can!

If we are truly to be agents of change with our clients, we must feel what that feels like to come up against barriers and push through. So, when contacted by Ryan or me, think BIG so the Board and I can act BIG on your behalf!

WA Chapter Event in Spokane, Barbara Bengston, Past President

On March 12, 2010, Washington IARP had a "Meet and Greet" in Spokane, Washington, which was held at CI Shenanigan's in the downtown area. IARP Board Members Catherine Parker, Cheryl Conn, and Barbara Bengston had the opportunity to visit and get to know local rehabilitation professionals.

A psychologist in the Spokane area, Thomas McKnight, PhD, presented: "The Art and Science of Useful Psychological Evaluation." Dr. McKnight provided insight on what to look for in

psychological evaluations, and what is most useful and beneficial. Everyone who attended found his presentation timely and valuable. One CEU was awarded for attendance, and a social hour followed Dr. McKnight's presentation.

The Board is in the process of preparing our next Meet and Greet in Spokane, which will be held in September 2010. If you would like to assist with the planning, or have an idea of a good location or speaker for the event, please contact Barbara Bengston at bbengston@rcmmail.com.



INTERNATIONAL ASSOCIATION OF REHABILITATION
PROFESSIONALS




IARP 2010 FALL CONFERENCE

Meeting of the Minds

*Medical Aspects of Disability
& Case Management*

OCTOBER 22 – 23, 2010

THE HOTEL MURANO • TACOMA, WA

 IARP Washington State Chapter

Treat yourself to an evening out, at the IARP Annual Dinner, catered by the Hotel Murano.

Enjoy fine food, wine and laughter with Emmy-award- winner and former host of Evening Magazine,

JOHN CURLEY

Special reduced conference fee for IARP members!

Stay at the Hotel Murano at a special rate. For reservations call 866-986-8083 and mention the IARP Conference

Conference Information: call Chris Fascilla (253) 472-7844



Meeting of the Minds

Medical Aspects of Disability & Case Management

Hotel Murano, Tacoma, WA – October 22–23, 2010



Featured Speakers:



John Curley - Struggling to Learn With Dyslexia

Motivational speaker, Emmy-award- winner and former host of Evening Magazine, John Curley will share his story about how “the dumbest kid in school got the coolest job in the world” at the Friday evening banquet 7:00 to 8:30 P.M. Curley's story about struggling to learn despite dyslexia is a "hilarious true-life journey from failing fourth grade to getting into a fight with actor Tom Hanks to succeeding at the job everyone wanted".

Michael Battaglia M.D.

Dr. Battaglia is an orthopedic surgeon who practices with the Bellevue Bone and Joint Physicians. He joined this practice after serving 4 years as the Head Team Physician for varsity sports at the United States Naval Academy in Annapolis, MD, and Orthopedic Staff Surgeon at the National Naval Medical Center in Bethesda, MD. His training includes a fellowship at the Hospital for Special Surgery in Manhattan, where he developed an expertise in problems of the shoulder and knee. He works with collegiate, Olympic, and professional athletes.



Ted Becker, Ph.D.

Dr. Becker is recognized by medical and legal professionals as an expert on hard-data performance testing and physical capacity evaluation. He has a unique combination of specializations, including a PhD in Human Performance and certifications in rehabilitation, disability analysis, and sports medicine.



As a former US Swimming Olympic Team Head Trainer, Dr. Becker has been featured in Sports Illustrated Olympic Issue, Outside Magazine, and Swim Magazine.

Rodger Meinz, Ph.D.

Dr. Rodger Meinz is a psychologist in private practice whose specialty is work-related psychological issues. Most of his patients have experienced work related injuries, and in cases where medical treatment takes a complex, intractable course, he believes it is not uncommon to find an underlying personality disorder. “Such cases are made all the more complex because personality disorders are hard to diagnose relative to work injuries,” says Meinz. “A disorder can magnify the injury and interfere with a medical solution.” Come hear Dr. Meinz's insights on managing these difficult cases.

Look for registration information coming soon!!!

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A new system for assessing vocational performance

Janice Orcutt, Vocational Performance Measure Administrator,
Department of Labor & Industries

This fall, a new performance assessment system will replace CACO and complement Percent Useful Outcomes. This new system is derived from MAQ team proposals and stakeholder input.

All of us want a fair and valid system for assessing performance and for making referrals. It serves the best interest of injured workers and employers to receive services from qualified professionals. Providers can be confident that good work will be recognized. It helps manage costs in a claim and for the system as a whole. And we can deliver the value that the legislature anticipated when they authorized vocational services for workers in Washington state.

However designing a system that is fair and valid is a challenging endeavor. As statistical expert Dr. Polissar stated in his recently completed study, “The VRC and claim managers have to make many decisions based on very complex material. It is inevitable that not everything can be captured in a numerical score or in a model. The system will not be perfect. Hopefully, ... the system is at least good, fair and workable.”

It's taken all of us working together to create a new system to replace CACO. Working together, we clarified what we mean when we say “quality and effectiveness” (see the PERFORMANCE CRITERIA*). And together, we clarified what we mean by “fair” and “valid” (see the SYSTEM VALUES*). Based on this foundation, we proposed methods for assessing quality (see the PROPOSED METHODS FOR ASSESSING QUALITY - MAQ*) and the department has already adopted several of the proposals. This fall, a new performance assessment system will replace CACO and Percent Useful Outcomes. This new system is derived from MAQ team proposals.

Stakeholders provided extensive feedback (see the 2009 STAKEHOLDER FEEDBACK REPORT*) that helped inform the decision. Six performance indicators were selected. The six indicators are:

- Timeliness of monthly progress reports,
- Plans approved the first time,
- AWA eligible recommendations approved the first time,
- Useful outcomes,
- Disputes and
- Complaints (see PHASE 2* which links to a description of the PROPOSED INDICATORS).

Dr. Polissar was then commissioned by the department to conduct an independent study to evaluate the statistical soundness of these six indicators (copies of the report are available upon request). He said, “The six indicators can be used as statistically valid quality indicators if they are shown not to be unduly influenced by factors other than VRC quality of work.” He recommended “statistical methods to assess the role of these non-VRC factors.” The department is committed to pursuing these studies to enhance the accuracy, validity and reliability of the new system. We are proceeding with all due diligence and haste within the current environment of limited resources.

The results from Dr. Polissar’s report and feedback from stakeholders about the indicators have been used in the design of the new system.

So what will the new system look like? The overall structure is that a CM or VSS will be able to see results about all six indicators for each provider. A CM/VSS will be able to sort the list of eligible providers by any one of the six indicators. There will be no default sort. Therefore, the CM/VSS will need to first select one indicator that is most relevant for their claim in order to see the list of providers. Once they have the list, they will be able to re-sort the list by any column heading.

VRCs and firms will be able to see their data at anytime in CAC. Anyone with access to CAC will be able to view the high level data for firms and for VRCs. However detail information under each indicator that lists specific referrals will be accessible only to people who are within the vocational firm. This new access is expected to increase transparency and eliminate the current time-consuming process of requesting support data about individuals and/or firms.

Aggregation for individual data will remain the same but aggregation for firm data will change. As it has been for previous measures, data for an individual VRC will continue to include all

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WA—IARP Calendar of Voc-Related Events

| | | |
|------------------|----|--|
| JULY | 12 | VTSG Meeting 10:00 a.m. to 2:00 p.m. Tukwila, WA |
| | 14 | WA-IARP Board Meeting 10:00 a.m. to 12:00 p.m. 815 E. Main St., Auburn, WA - Conference Room |
| | 26 | IMG Meeting 11:00 a.m. to 1:00 p.m. |
| AUGUST | 11 | WA-IARP Board Meeting 10:00 a.m. to 12:00 p.m. 815 E. Main St., Auburn, WA - Conference Room |
| | 30 | IMG Meeting 11:00 a.m. to 1:00 p.m. |
| SEPTEMBER | 08 | WA-IARP Board Meeting 10:00 a.m. to 12:00 p.m. 815 E. Main St., Auburn, WA - Conference Room |
| | 13 | VTSG Meeting 10:00 a.m. to 2:00 p.m. Tumwater, WA |
| | 16 | Professionals in Workers' Compensation 5:00 p.m. to 8:00 p.m. Location and program to be announced |

For further information regarding:

IARP: e-mail mail@waiarp.com
NRA: e-mail Colleen Graney at colleena@w-link.net or call (360) 943-6607
PWC: pwc.org or e-mail ruffs118@msn.com
OARP: (503) 598-0711 or e-mail office@iarp.org



President

Craig Bock
Bock Consulting
11410 NE 124th Street #213
Kirkland WA 98034
Tel: (425) 823-7115 x1
Fax: (425) 823-7125
craig@bockconsulting.com

President – Elect

Lisa Parker
Career Counseling, Inc
4115 So Meridian, Suite A
Puyallup, WA 98373
Tel: (253) 845-4090
Fax: (253) 840-3381
Ldeboer-Parker@msn.com

Past – President

Kari D'Aboy
2627 E. Martin Way
Olympia, WA 98506
Tel: (360) 709-9800
Fax: (360) 709-9806
kari@careerhorizon.net

Secretary – Treasurer

Chris Fascilla
NW Center for Integrative Medicine
2702 S. 42nd St, Ste. 310
Tacoma, WA 98409-7324
Tel: (253) 472-7844
Fax: (253) 472-8474
cfascilla@qwestoffice.net

Members at Large

Barbara Bengston
Rainier Case Management, Inc.
815 E. Main St.
Auburn, WA 98032
Tel: (253) 880-3062
Cell: (253) 217-0176
Fax: (206) 338-4304
Bbengston@rcmmail.com

Bradley K. Ehrlich
Career Opportunities Group, Inc
720 N. 35th St., Ste 210
Seattle, WA 98103
Tel: (206) 547-4601 ext 100
Cell: (206) 293-2933
Bradley@career-ops.com

Ryan Guppy, CDMS
UBC, Inc.
Tel: (425) 644-4100
Fax: (425) 350-0835
rguppy@ubcinc.org

Catherine Parker
Intracorp
15 W. Central Ave., Suite 4
Spokane, WA 99208-1199
Tel: (208) 667-0124
Fax: (860) 731-2924
Catherine.parker@mail.intracorp.com

Marilyn Thomas
Strategic Consulting Services Inc.
513 Bay Street, Suite 2
Port Orchard, WA. 98366
Tel: (360) 874-2444
Cell: (206) 782-8604
Fax: (206) 350-0608
mthomas@scsvoc.com

WA IARP email:
mail@waiarp.com

L&I Vocational website <http://www.lni.wa.gov/ClaimsIns/Voc/>

L I N K S

High Demand Jobs <http://www.wilma.org/wdclists/>
Washington's Interactive Labor Market Access

http://www.wtb.wa.gov/Media_SkillPanelsFAQ.asp
Workforce Board's Training and Education Coordination

http://www.sbctc.ctc.edu/College/_e-wkforceeconomicdev.aspx
Washington State Board for Community & Technical Colleges

<http://fortress.wa.gov/esd/portal/>
Employment Security Department's Job Seeker and Business page

<http://www.wtb.wa.gov/etp/>
Access Washington's Eligible Training Provider List (last updated 08/24/07)

In Plan Development with an English Language Learner, and want to simultaneously increase English skills while in a retraining program?

<http://www.sbctc.ctc.edu/>

To view specific schools offering this program, follow this link:

http://www.sbctc.ctc.edu/college/abe/ibest_program_summaries_4-12-07.rtf.rtf

If you have a link you'd like to share, please email Kari@CareerHorizon.net

Guidelines for Advertising through WA IARP

The WA – IARP Newsletter is distributed electronically to approximately 200 members quarterly. If you are interested in advertising in this newsletter, the following are guidelines and deadlines for ad submissions:

We accept ads from vendors who provide ancillary services to injured workers in an effort to reduce the physical, mental, social and financial impact of disability. We do not accept ads for job postings. Job postings may be placed through the National IARP Website. (www.Rehabpro.org)

WA – IARP publishes four newsletters per year; Spring, Summer, Fall and Winter, Ads are due based on the following schedule.

| <u>Newsletter</u> | <u>Due Date</u> | <u>Publish Date</u> |
|-------------------|-----------------|---------------------|
| Spring | 2/28 | March |
| Summer | 5/31 | June |
| Fall | 8/31 | September |
| Winter | 11/30 | December |

Email the ad as an attachment to Kari D'Aboy at [Kari@ CareerHorizon.net](mailto:Kari@CareerHorizon.net). Please provide the phone number and email address of a contact person(s) who can make decisions regarding the ad. Please be sure the ads look exactly as you wish them to appear. WA – IARP is not able to provide ad development or editing services.

Ads should be submitted in one of the following formats: MS Word (DOC or DOCX), or Microsoft Publisher (PUB) formats, or as a TIF, GIF, JPG or other universal graphics file. **Please do NOT submit ads in PDF format.** Ads may be in color, grey tones or black and white.

| Ads may appear in the following sizes: | Cost: |
|--|-------|
| Full Page: 9 inches high by 5 7/8 inches wide. | \$200 |
| Half Page: 4 ½ inches high by 5 7/8 inches wide | \$125 |
| Quarter Page: 4 ½ inches high by 3 3/8 inches wide | \$75 |

Prior to submission, please “preview” your ad with the final print size in mind, to make sure that fonts are large enough to be read.

Please proof-read ad for accurate spelling, phone numbers, and other important information as WA-IARP is not responsible for proof reading.

We do not accept ads for job postings. Job postings may be placed through the National IARP Website. (www.Rehabpro.org)

(Continued from page 4)

referrals assigned to the VRC regardless of their firm association. Scores for VRCs will be calculated when the minimum sample size is attained for that particular indicator. Unlike previous measures, firm data will include only referrals that were assigned within the firm. Each individual branch will be shown with the firm's statewide score.

Firm data will be used as a proxy for individual VRC data when the VRC has less than the minimum sample size. When this occurs, proxy scores will be identified with an asterisk. This was a recommendation from Dr. Polissar because increasing the minimum sample size creates greater statistical confidence in the data. Using the firm data as a proxy also makes it possible to increase sample size without using older or retroactive data. Another advantage is that it can provide some information about quality for new or low volume VRCs and avoid a blank space under that indicator. Proxy scores will not be used for Dispute or Complaint data.

Some displays will show the value and an indication of the statistical confidence in that value. This was a recommendation in Dr. Polissar's report because the larger the sample that is used to calculate a value, the more confidence one can have that the value represents the "true" performance. He also recommended that the "visual presentation must be easily and quickly digested". Therefore, three of the indicators (plans approved the first time, AWA eligible recommendations approved the first time and useful outcomes) will be displayed in normal font if the confidence range is large (i.e. modest statistical confidence) and in bold font if the confidence range is narrow (i.e. strong statistical confidence).

Some displays will use the "auto insurance" model. This was another recommendation in Dr. Polissar's report for dealing with exception events such as complaints where it is not clear what types of activities are "at risk" of prompting the event. The "auto insurance" model is when the auto insurance company doesn't count the number of miles you have driven, it just records if you were in a collision. This model will be applied to complaints and dispute data. For complaints, a VRC must have 3 complaints that are substantiated and final before a substantiated complaint is displayed. For disputes, the display will show the total number of disputes and the number of disputes with no applicable findings for the VRC (NAF). In other words, where the vocational work was sound regardless of the dispute outcome.

Each indicator will have a unique minimum sample size, length of sample period and data collection start date. These were selected after considering business needs, stakeholder feedback and information contained in Dr. Polissar's study. Data collection will begin October 1, 2010 for three of the indicators (timeliness of progress reports, plans approved the first time and AWA eligible recommendations approved the first time). Data collection for the other three indicators (useful outcomes, disputes and complaints) will begin January 1, 2010, which is 2 months after the six indicators were announced (November 2009). Specifics for each indicator regarding sample size, sample period and data collection dates will be posted on the internet and covered in upcoming training.

After September 25, 2010 VRCs will submit progress reports electronically via CAC. Each VRC will be able to view their own list of progress reports, the due date, and the latest date that will count as "timely". Progress reports will be considered "not timely" if received more than 5 days after the due date. If a due date falls on a weekend or holiday, it will be moved to the next business day and 5 days will be added to this new date. Subsequent reports will revert to the original schedule of every 30 days from the date the referral was sent. The new format that will be used in CAC for each referral type will be posted on the internet and shared during training this summer.

Plenty of training and information about the new system will be available on the internet and workshops will be offered this summer at several locations around the state. Watch for your opportunity to attend a session near you!

The department is committed to creating a working group that will include private sector VRCs. This group will assist in planning for and monitoring the implementation of the new performance measure by identifying issues and recommending strategies for addressing them.

I think we all have high hopes that this new system will be an improvement over previous approaches. However there should be no illusion that this will be a perfect system. Because we are working with very complex cases in a complex system and with unique human beings, it will be important to continue our collaboration as we move forward. The commitment, passion and professionalism you bring to the table can contribute significantly towards evaluating and continuously improving the system.

Working together, we can create a better system that supports all of us in our efforts to deliver valuable vocational services for workers in Washington.

* Document can be found at <http://www.lni.wa.gov/ClaimsIns/Voc/WorkWithLni/Performance/NewPerfSys.asp>