



## VRAC Open Meeting

*Sharing updates and  
setting expectations*

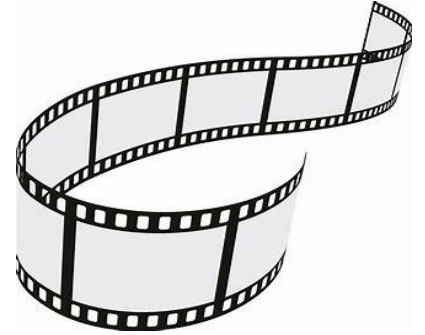
*05/02/23*

# Objectives

- Share insights on continuous improvement projects in VRAC
- Provide a preview of the Vocational Provider Summit
- Answer questions

# Highlight Reel

- Stand Alone Job Analysis Study
- Vocational Recovery Plans
- Trends in Vocational Recovery Referrals
- Counselor and Claims Kudos
- Expanded Worker Survey
- Initiation of sub-committees:
  - Limited English Proficiency
  - Agreements
  - Vocational Provider Summit



# Sub-Committee for Limited English Proficiency (LEP) Worker Topics

- Understanding the issues
- Working within the current system
- Influencing the future state of the interpreter system
  - Two-year contract ends in July
  - A new Request for Qualification and Quotations (RFQQ) open

# Sub-Committee to update Vocational Provider Agreements

- Annual Provider Agreement
- Supervisor Application and Intern Supervisor Expectations
- Quality Assurance Plan

# Planning Sub-Committee for Vocational Provider Summit

- May 19, 7:30am – 4:00pm
- L&I Tumwater Headquarters
- Schedule of events:
  - Diversity, Equity, Inclusion, and Belonging
  - Pension
  - Motivational Interviewing
  - Mindsets of Recovery
  - Elevating Partnerships



# Expectations for the Vocational Provider Summit

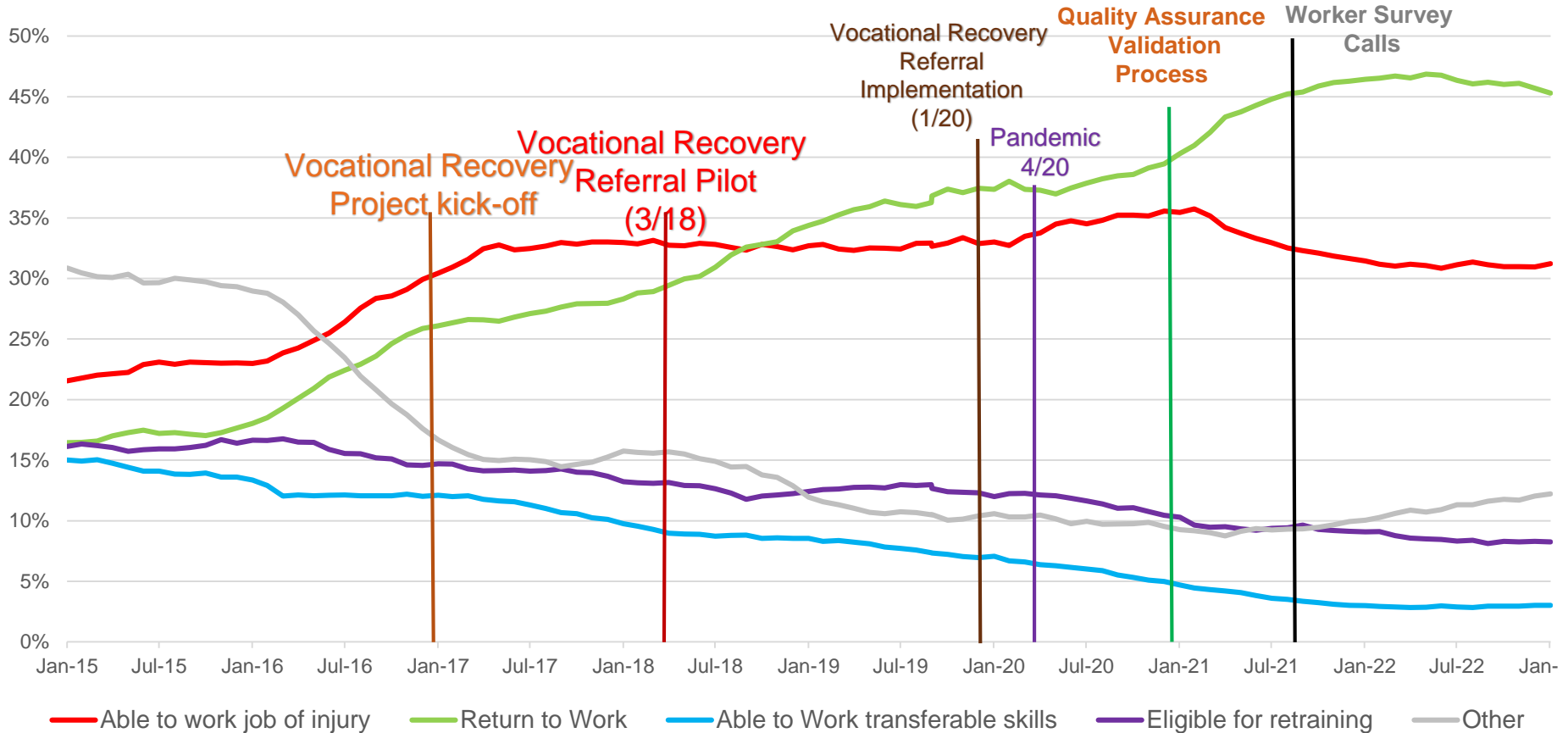
- It will be a full house! 350 participants
- Bathroom remodel project means we will use luxury
- Receiving continuing education credits
- Breakfast, Lunch, and Snacks
- Keeping to schedule

# Outcomes

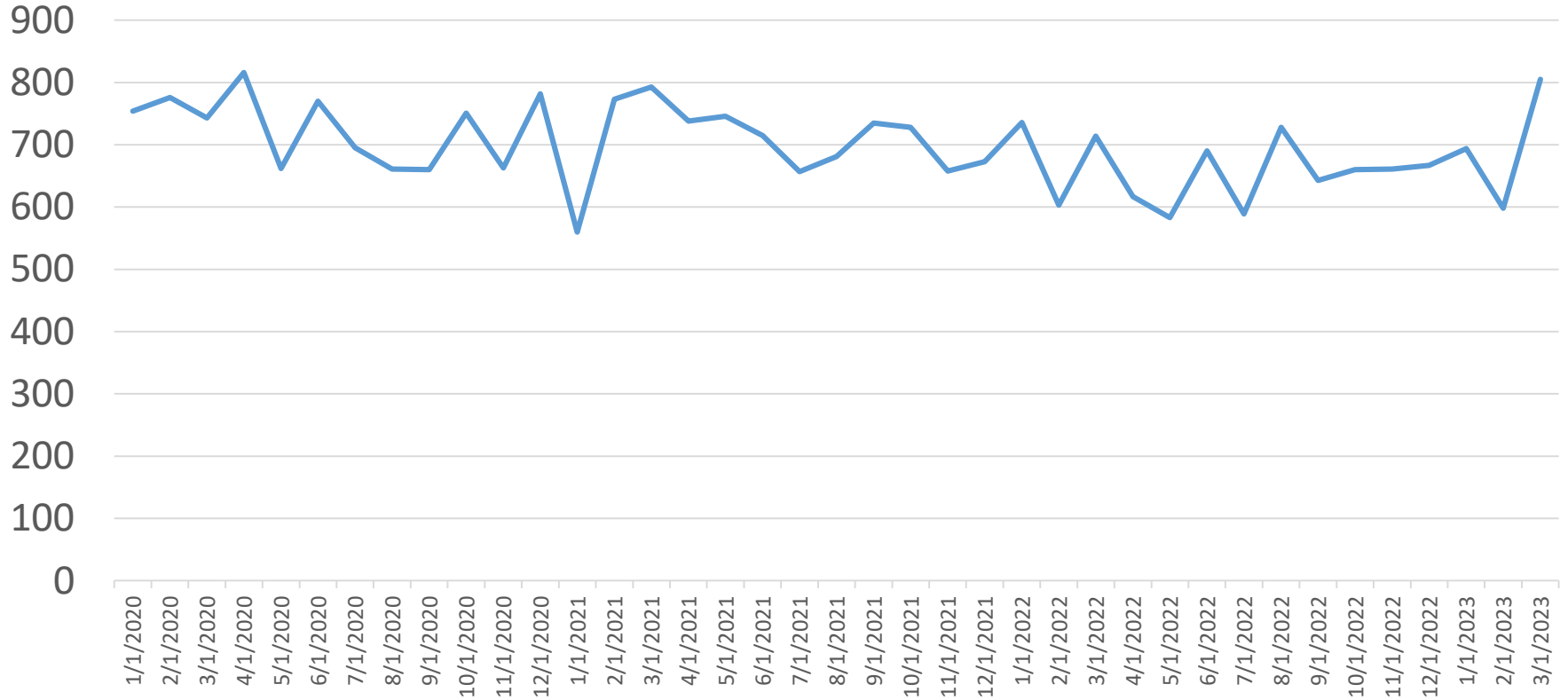
- Return to Work
- Volume
- Open referrals, by type
- SAS1
- Aged AWA
- Worker Experience Data



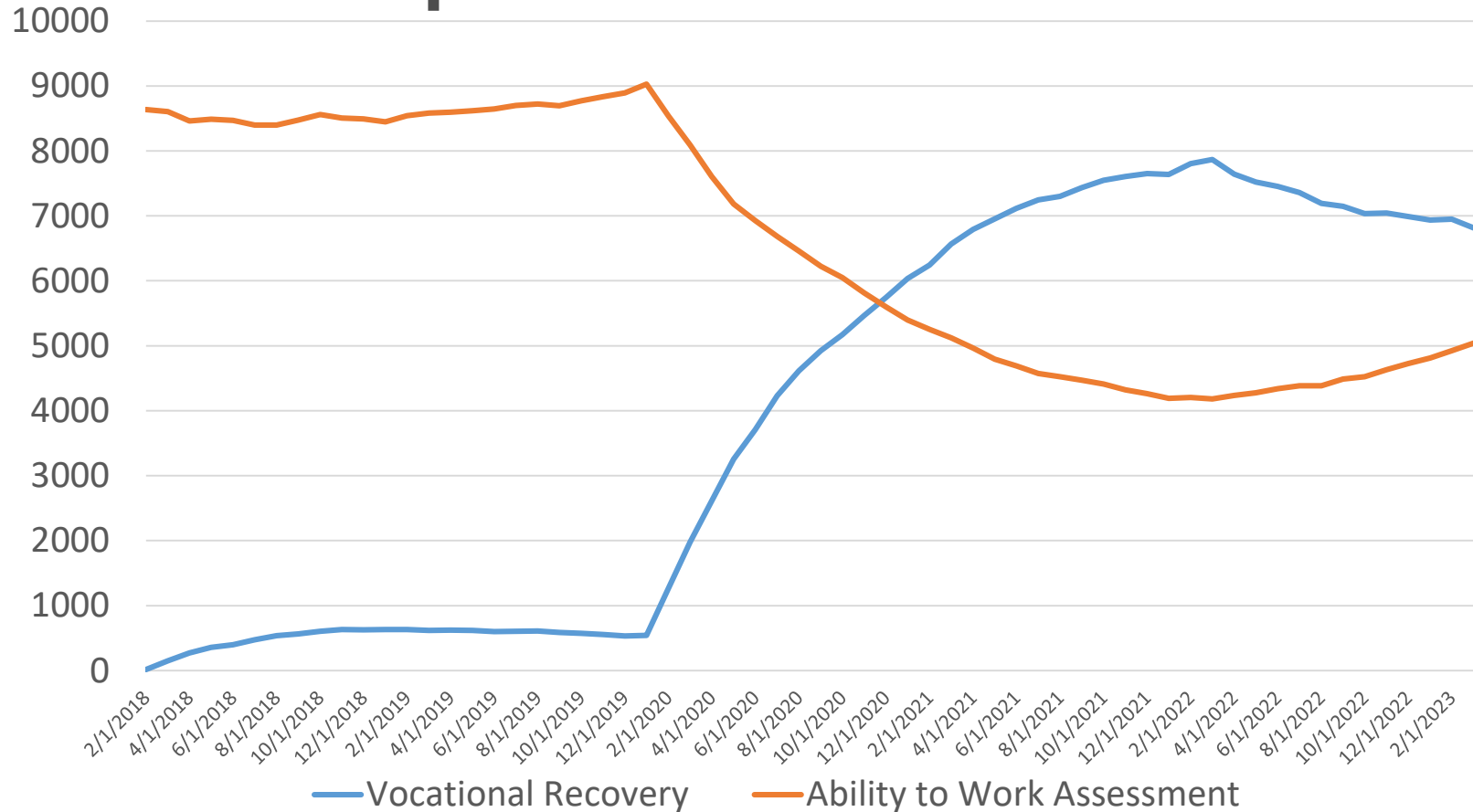
# Return to Work outcomes continue to trend positively



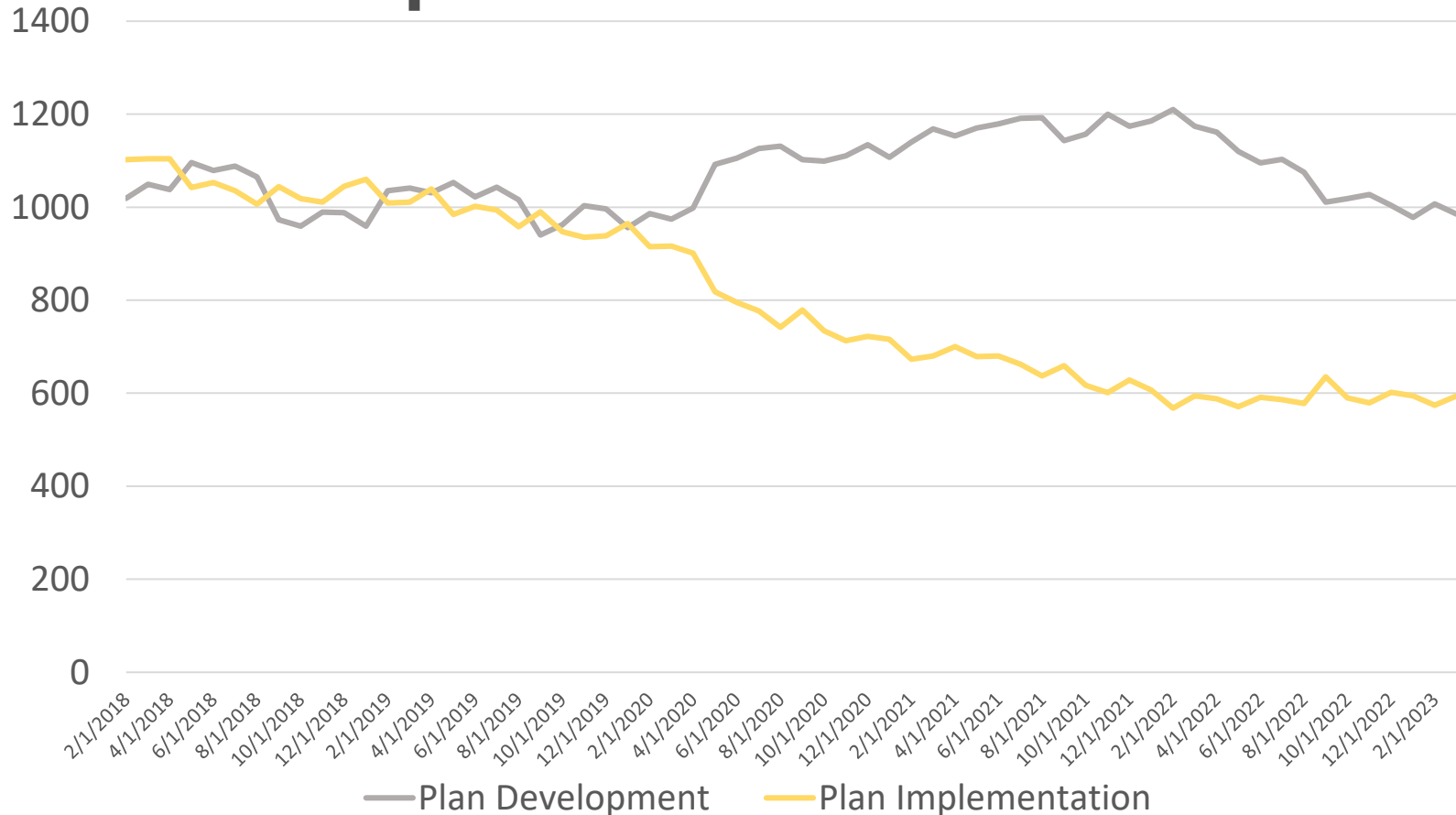
# Vocational Recovery Referral Volume



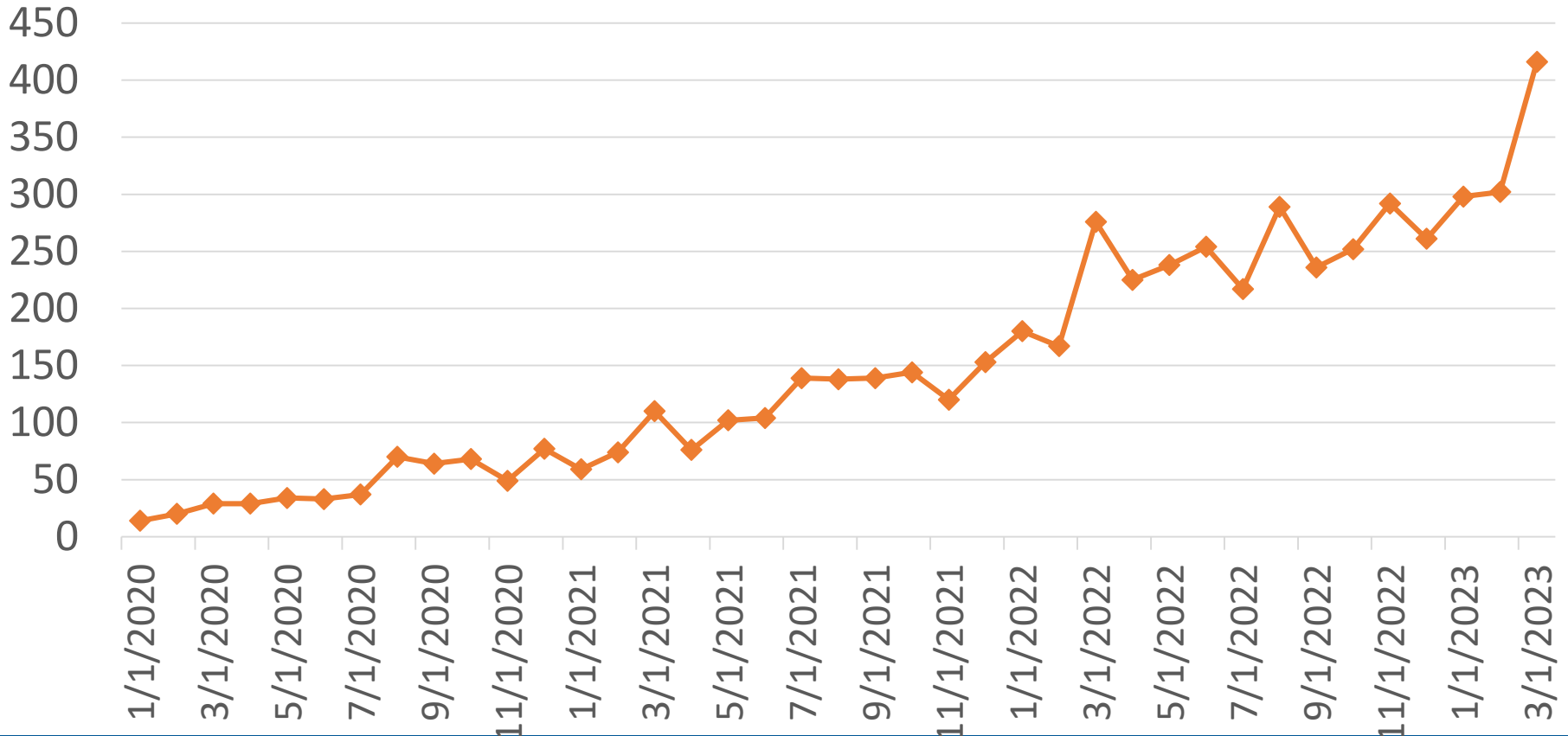
# Open Phases 4/1/2023



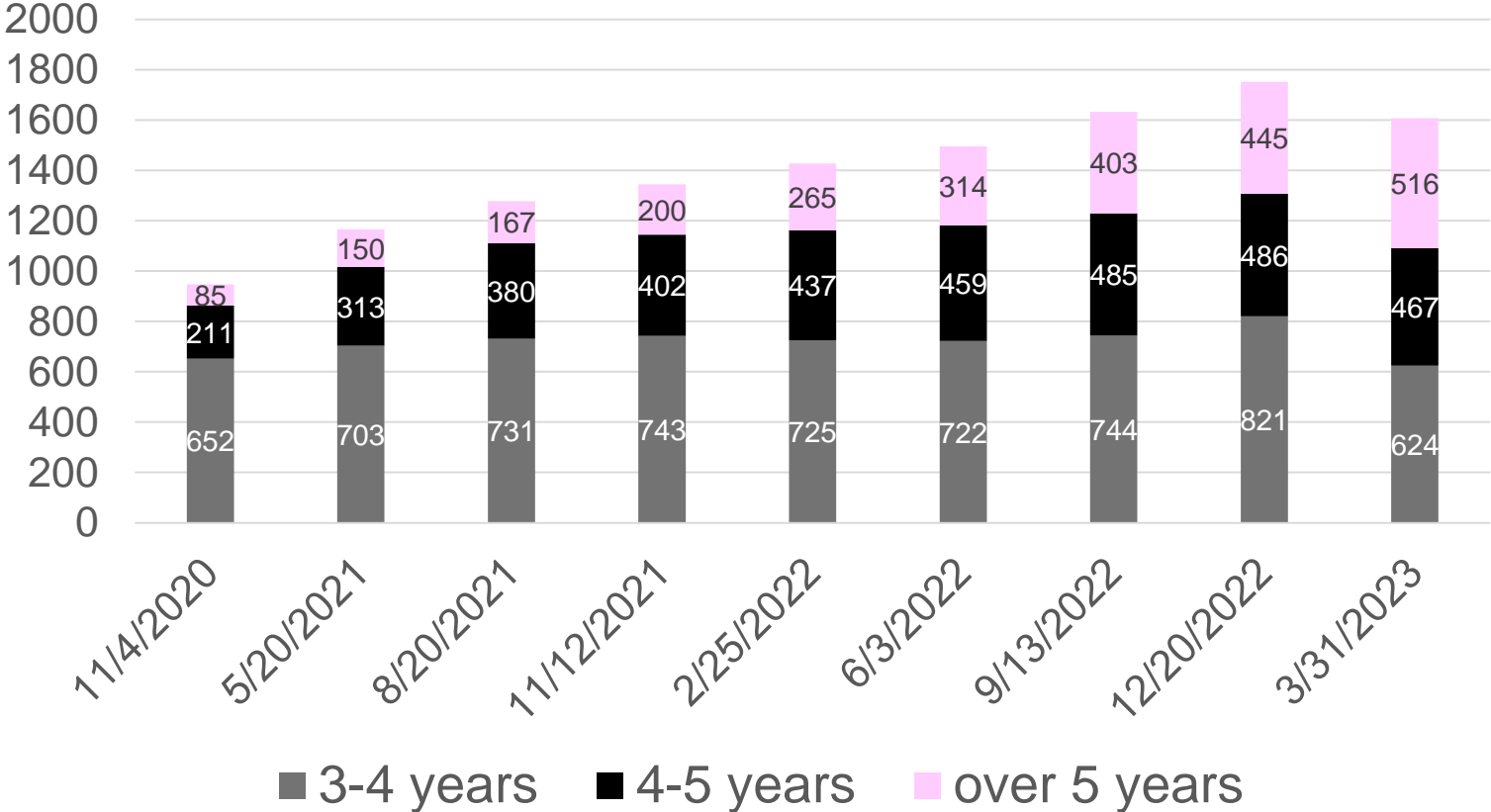
# Open Phases 4/1/2023



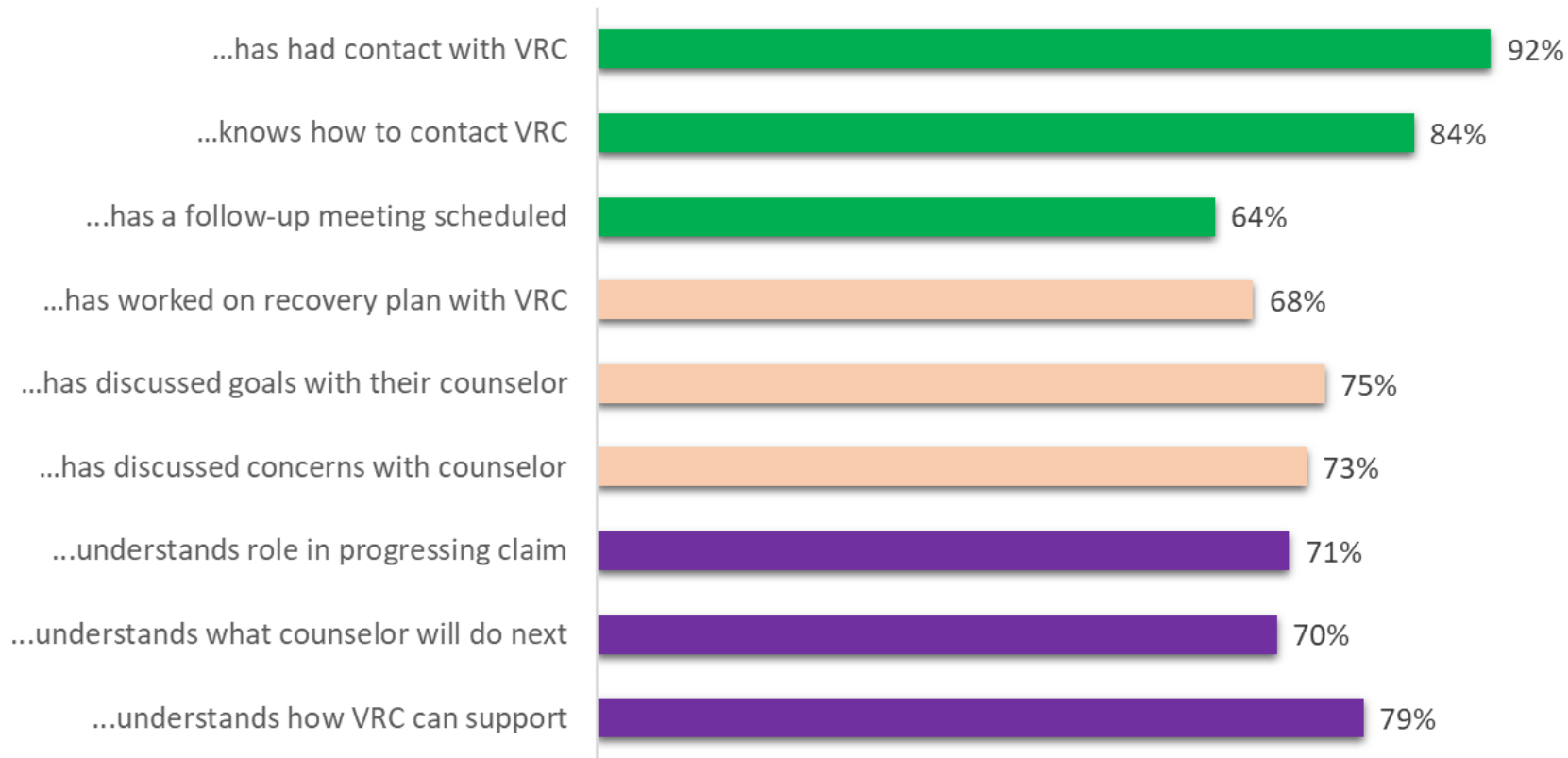
# SAS1 Outcomes by Month



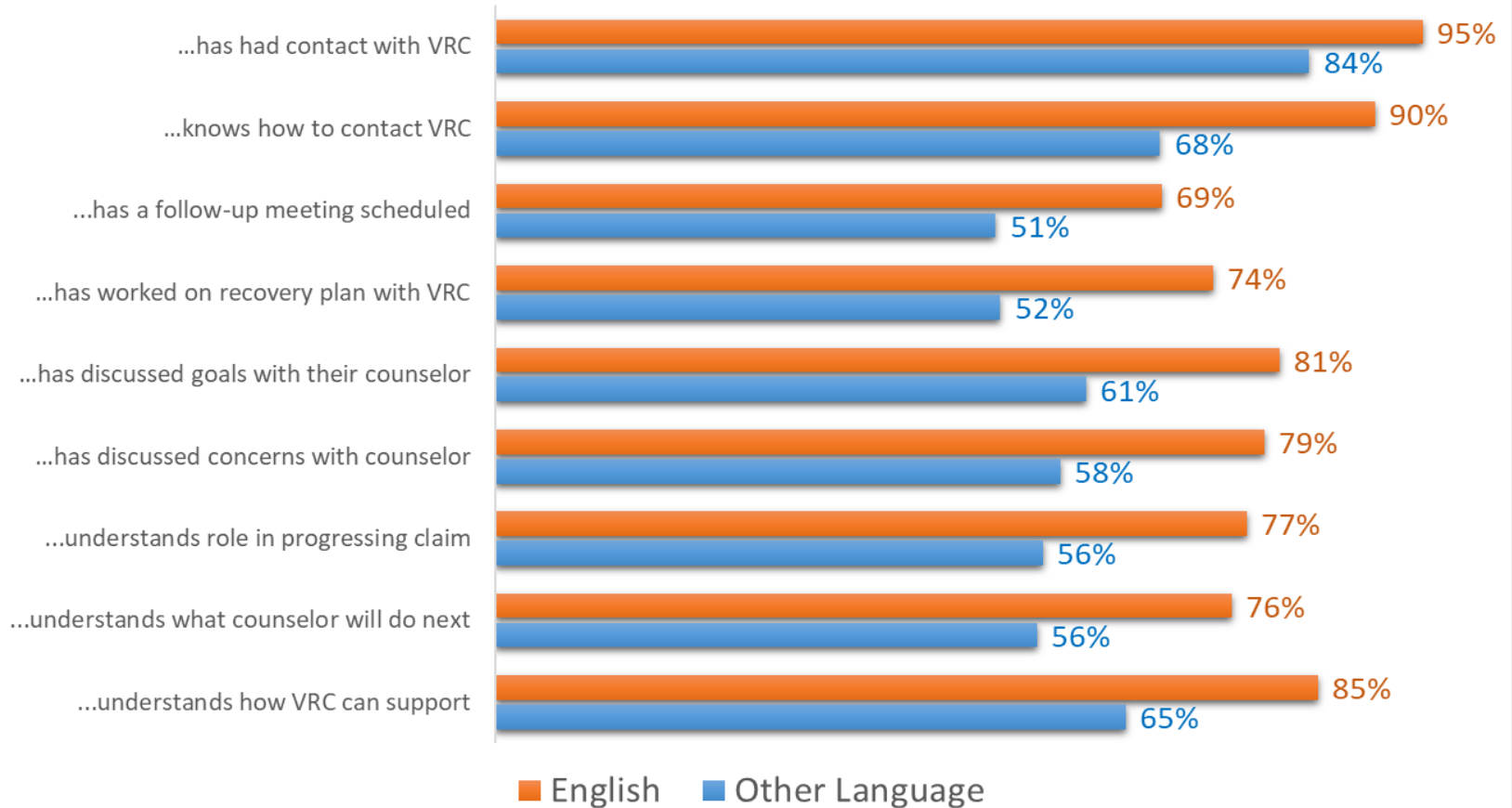
# 3+ Year Aged AWA



### Worker answered "YES" to the question:



## English speaking vs. other language preference





# Thank you!



Washington State Department of  
**Labor & Industries**

## **Insurance Services Division** Return to Work Partnerships Program

Quality Assurance Team +  
Vocational Recovery Advisory Committee

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