

PROTECTING OUR WORKERS

POWER

& ENSURING REEMPLOYMENT

**POWER Return to Work Council
Meeting**

September 20, 2012

POWER Return to Work Council



Welcome

Gary Steinberg
Acting Director, Office of Workers'
Compensation Programs

Introduction

OWCP has established the POWER Return to Work Council. The Council is chaired by OWCP Acting Director Gary Steinberg and Federal Employees' Compensation Director Douglas Fitzgerald and is comprised of representatives from the 14 agencies subject to goal 7 as well as ad hoc members from OSHA and ODEP as well as OPM and CAP.

POWER RTW Council Membership

- **The 14 permanent, chartered Council members represent the 14 agencies subject to goal 7 of the President's POWER initiative. They include:**

Department of Agriculture

Department of the Air Force

Department of the Army

Department of Defense

Department of Health and Human Services

Department of Homeland Security

Department of Interior

Department of Justice

Department of Labor

Department of the Navy

Department of Transportation

Department of the Treasury

Department of Veterans Affairs

Social Security Administration

- **Additional ad hoc members of the council include:**

- Computer/Electronic Accommodations Program (CAP)

- US Office of Personnel Management

- Office of Disability Employment Policy

- Occupational Safety and Health Administration

Council Charter

Mission: The Council will assist OWCP in developing strategies that federal agencies may utilize to increase the successful return to work of employees who have injuries and/or disabilities as a result of workplace trauma or illness.

Annual Report: The Council will produce an annual report which outlines Council activities and makes recommendations for the next year.

Council Charter

Purposes:

- Serves as a forum for discussion and exchange of best practices in the area of return to work.
- Reviews the results of analytical studies on return to work and promote sharing and implementation of best practices identified.
- Helps to form a bridge between the workers' compensation and disability hiring personnel and establish a continuity of practice for the sharing of information, ideas and experiences.

FEDERAL RETURN-TO-WORK SYSTEM FOR PEOPLE WITH DISABILITIES: BEST AND PROMISING PRACTICES

September 20, 2012

Office of Disability Employment Policy &
Office of Workers' Compensation Programs
U.S. Department of Labor



Study Objective and Approach

- ▶ Conduct study to support the POWER Initiative and Executive Order on Disability Hiring (E.O. 13548)
- ▶ Document barriers and identify best and promising practices to increase successful RTW outcomes
- ▶ Reviewed data and reports to identify which agencies to examine
- ▶ Conducted initial interviews with managers at 12 agencies
- ▶ Selected DoD, TSA, VA, and Architect of the Capitol for in-depth interviews at different components within each agency

Best and Promising Practices

- ▶ Best Practice
 - ▶ Must have a certain level of evidence to back it up
 - ▶ Quantifiable data
 - ▶ Replicated across facilities or agencies
- ▶ Promising Practices
 - ▶ Useful to specific facilities but:
 - ▶ New policy or program that has not been tested
 - ▶ Not replicable in other agencies

Promising Practice – Centralization or Regionalization of Services

- ▶ Agency – Air Force
- ▶ Advantages of Centralization of RTW Services at Agency Level:
 - ▶ Streamlined case processing
 - ▶ Full-time case processors (CP)
 - ▶ Mandate training for all CPs
 - ▶ Challenge more claims
- ▶ Evidence supporting practice:
 - ▶ Challenged 347 claims (18% of total) and 41% were upheld
 - ▶ Reviewed long-term cases, cost avoidance of over \$12 million

Best Practice – Full-time Director

- ▶ Agency – VBA
- ▶ Advantages of Employing a Full-Time Director:
 - ▶ Provide guidance for CPs
 - ▶ Formulate program-wide policies
 - ▶ Analyze program and identify barriers
 - ▶ Give program more direction
- ▶ Evidence supporting practice:
 - ▶ VBA hired permanent director 3 years ago
 - ▶ \$4.7 million saved in first two years

Best Practice – Have Assistance in Place for CPs

- ▶ Agency – DoD, VHA
- ▶ DoD Liaison Program:
 - ▶ Full-time assets located near DOL Regional Offices
 - ▶ Assist DoD CPs with case reviews, training, reemployment, etc.
 - ▶ Great resource for collateral duty CPs
- ▶ VHA Compensation Coordinators:
 - ▶ Provide assistance and direction at VISN level
 - ▶ Promote VA training, monitor progress, assist with communication
 - ▶ Typically have other HR-related duties
- ▶ Evidence supporting practice: Opinions from interviewees

Best Practice – TSA Contracted Nurse Program

- ▶ Agency – TSA
- ▶ Advantages of Contracted Nurse Program:
 - ▶ Provides assistance to CPs with medical questions
 - ▶ Helps identify modified work positions
 - ▶ Early intervention services for injured employees
 - ▶ Assistance to employees during medical process
- ▶ Evidence supporting practice:
 - ▶ From inception through 2009
 - ▶ Lost production days decreased 63 percent
 - ▶ Lost time decreased from 45 to 12 days
 - ▶ Injuries reduced by 74 percent

Best Practice – Create Modified Work Positions

- ▶ Agency – All
- ▶ Advantages of Modified Work Positions:
 - ▶ Return employees to work quickly
 - ▶ Have permanent positions for injured workers
 - ▶ Make employees feel needed/part of the team
 - ▶ Saves the agency money
- ▶ Evidence supporting practice:
 - ▶ All agencies did this to some degree
 - ▶ All VHA interviewees stressed the importance of the practice

Best Practice – DoD Pipeline Program

- ▶ Agency – DoD
- ▶ Advantages of the Pipeline Program:
 - ▶ DoD provides compensation and benefits for employees for one year
 - ▶ Centrally funded positions
 - ▶ Over hire authority
 - ▶ Employees promised full-time equivalent position after 1 year
 - ▶ Brings employees back faster when positions are not currently available
- ▶ Evidence supporting practice:
 - ▶ 1,062 employees participated
 - ▶ Cost avoidance of over \$825 million

Best Practice – Create Easy-to-Understand Training Materials for CPs

- ▶ Agency – VBA
- ▶ Advantages of the Training Materials:
 - ▶ Provides quick assistance to CPs
 - ▶ Assists with overcoming the learning curve
 - ▶ Limits questions from CPs
- ▶ Evidence supporting practice:
 - ▶ Reduces the number of inquiries directors and others must respond to
 - ▶ Helps quickly acclimate new CPs in high-turnover organizations

Best Practice – FECA Working Groups

- ▶ Agency – DoD
- ▶ Advantages of the Working Groups:
 - ▶ Brings all aspects of RTW process together
 - ▶ Promotes communication and RTW
 - ▶ Identify potential safety concerns
 - ▶ Find potential jobs for injured employees
 - ▶ Review progress made on specific issues
- ▶ Evidence supporting practice: Anecdotal
 - ▶ Interviewees in DoD appreciated process and believed it helped create better communication
 - ▶ Facilities within VHA have also created similar groups

Best Practice – Review Periodic Roll Cases with OWCP

- ▶ Agency – TSA
- ▶ Advantages of the Periodic Roll Review:
 - ▶ Create summary of long-term cases
 - ▶ Devise plans of actions for each case
 - ▶ Build communication with OWCP
 - ▶ Return employees to work
- ▶ Evidence supporting practice:
 - ▶ Reviewed 206 cases at 6 OWCP Regional Offices
 - ▶ Changed status of 22 claims
 - ▶ Already saved \$450,000, potential eventual savings of \$15 million

Best Practice – Present Disability Payment Costs to Directors and Managers

- ▶ Agency – DHS among others
- ▶ Advantages of Presenting Disability Payment Costs:
 - ▶ Shows the money being spent on injured employees
 - ▶ Can be utilized as a tool for managers and directors
 - ▶ Builds communication within the agency
 - ▶ More focus on RTW programs
- ▶ Evidence supporting practice: anecdotal
 - ▶ Identified in prior POWER Council meeting
 - ▶ CPs have utilized this practice at the facility level



Computer/Electronic
Accommodations
Program



Real Solutions for Real Needs

Jerome D. Lyons
CAP Program Analyst

September 20, 2012

Real Solutions for Real Needs

- CAP was established in 1990 as DoD's centrally funded program to provide accommodations
- Expanded by Congress in 2000 to support other Federal agencies
- Partnerships with 68 Federal agencies
- Over 114,000 accommodations

CAP Mission

- To provide assistive technology and accommodations to ensure people with disabilities and wounded service members have equal access to the information environment and opportunities in the Department of Defense and throughout the Federal government

CAP Customers

- Federal employees with disabilities
- Federal managers ready to hire and accommodate
- Federal employees that develop a disabling condition
- Federal employees returning from a Workers' Compensation injury
- Teleworkers with disabilities
- Returning wounded Service members



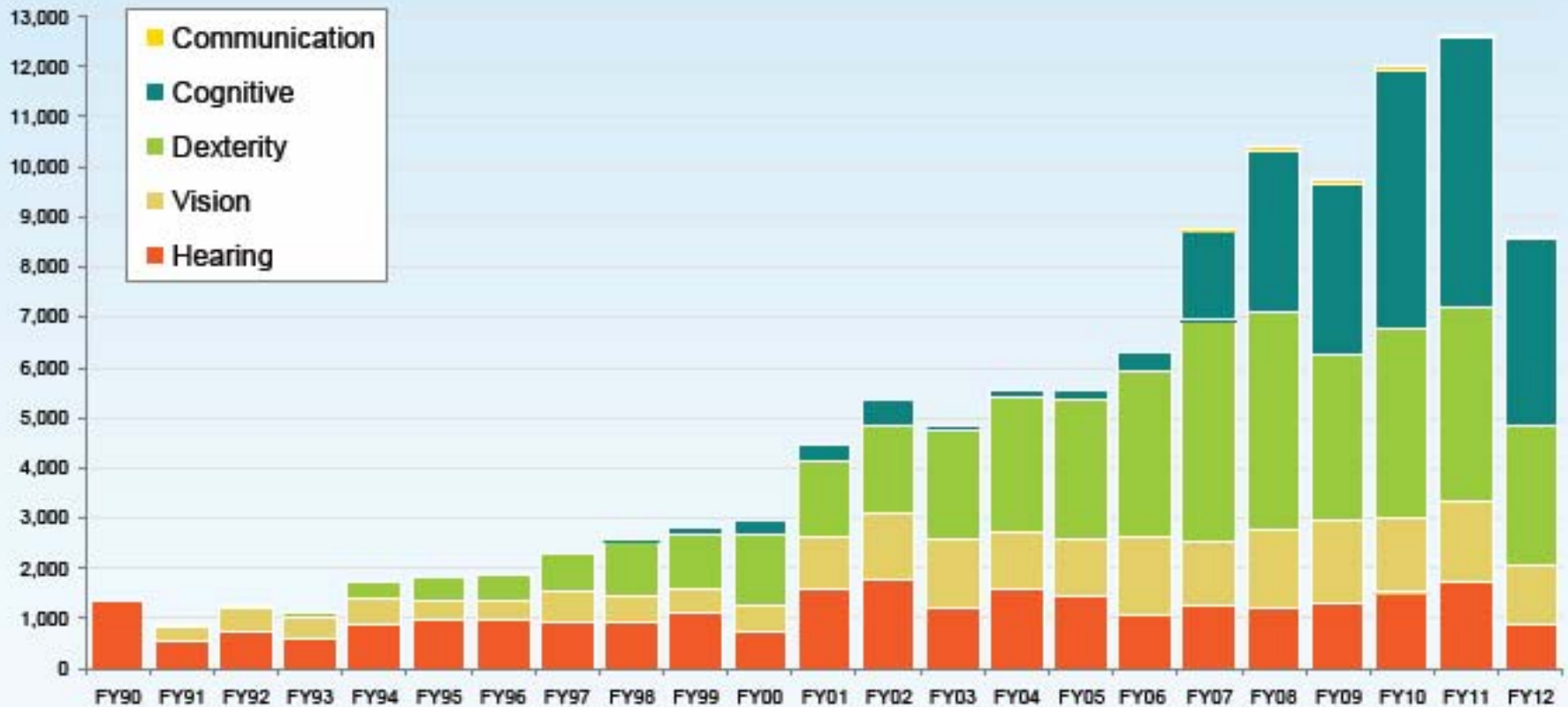
CAP Services



- Provide assistive technology and training
- Conduct needs assessments and technology demonstrations
- Provide training on disability management and on creating an accessible environment
- Support the compliance of federal regulations

CAP Accommodations Profile by Disability (FY90-FY12YTD)

114,898



Assistive Technology

Dexterity Impairments

- Alternative keyboards, input devices and voice recognition software

Vision Impairments

- Screen readers, Braille terminals, magnification software and CCTV's

Hearing Loss

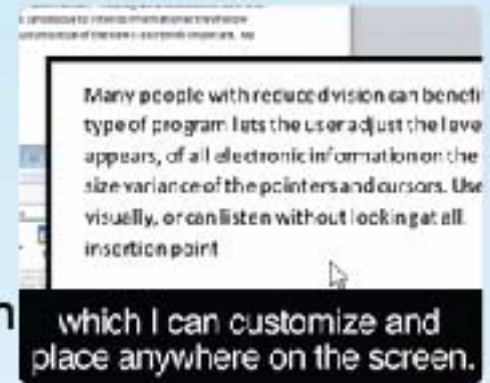
- Assistive listening devices (ALDs), TTYs, videophones and captioning services

Cognitive/TBIs Impairments

- Cueing and memory aids, literacy software, screen readers and ALDs

Embedded Technology

- Magnifier, Text to Speech Narrator, On Screen Keyboard



Accommodations Outside CAP's Scope

- Agency/Office Equipment
 - Monitors
 - Memory
 - Services that incur monthly service charges
 - SmartPhones
- Ergonomic Equipment
 - Chairs (Job Offer)
 - Glare Protection
 - Foot Rest

CAP Technology Evaluation Center (CAPTEC)



- Assist individuals and supervisors in choosing appropriate computer and electronic accommodations
- Wide variety of assistive technology
 - VTC capability
 - Tours
- Located in the Pentagon (2D1049)
 - 703-693-5160 (V)
 - 703-693-6189 (TTY)

www.cap.mil



CAP Computer/Electronic Accommodations Program

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CAP Mobile App

The Computer/Electronic Accommodations Program has released a free iPhone application! The CAP Mobile App is now available in the iTunes App Store.

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INTRODUCING CAP's FREE App for Apple Devices!

Available on iTunes. Download it today!



Request an Accommodation

Ready to place a request for an accommodation? [Start here.](#) Need to [browse assistive technology](#), or help to determine the appropriate accommodation to meet your needs? We can help!

Get Started NOW!

Explore CAP

- FREE download on iTunes: CAP Mobile App
- View CAP Videos
- Support WSM

Recent News & Upcoming Events

Recent News

- CAP releases NE-W Assistive Technology Demo Videos: CAP is excited to introduce two NE-W assistive technology demonstration videos to our collection.
- EEO Department of Labor Awarded Grant: West Virginia University Research Corp. awarded \$2.5 million grant to manage, operate Office of Disability Employment Policy's Job Accommodation Network.

Upcoming Events

- Linking CAP Annual University Inclusion and Innovation in Government Conference | 2014 | 11/12-13/14
- Gov. Cap's Government Innovation Online Summit | 09/10/2014
- 2014 I.A.E.O. 10th Anniversary | 11/12/14

Need Assistance?

Contact us from 8am-5pm EST, Monday through Friday, (800) 887-4811, (410) 887-6211 TTY, or anytime by email at cap@nara.gov

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Accommodation Solutions

Blind/Low Vision

Cognitive

Communication

Deaf/Deaf/Hearing

Disability

Need Assistance?

For more information & help or to schedule a consultation, please call us at (702) 601-0013, (702) 601-0673 TTY, or anytime by email at cap@usdoj.gov.

Accommodation Solutions

CAP works to help ensure the best accommodation solution possible for an individual and informed participation. CAP works with you to identify, evaluate, and select the appropriate modification or adjustment to your work environment that enables you to perform the essential functions of your job. By working with CAP, you are assured of having the same employment rights and privileges as those of people without disabilities.

CAP offers you several ways to learn about the available technologies available to improve your capabilities. These technologies, which can be used to maintain, increase, or improve your ability to perform your job or seek employment, are available to accommodate people with all types of disabilities, including unappreciated physical disabilities as well as hidden cognitive disabilities. To find the solutions that work best for you, you can choose to search the CAP site for solutions, or you can browse by disability.



[Go to Home Screen](#)

Request an Accommodation from CAP

If you are ready to place a request for an accommodation, or need help to determine the appropriate accommodations to meet your needs, we can help!

[Request an Accommodation](#)

Find Your CAP Accommodation Solution(s)

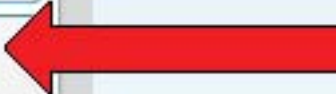
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RRS Approval Process Link

Customers requesting a reasonable accommodation for RRS approval for all products should report their specific requirements within 15 business days from requesting accommodations. Note that for the RRS, it will operate 24/7, 365 days a year. Business hours for RRS customer service are 9:00 a.m. to 4:00 p.m.





Computer/Electronic
Accommodations
Program

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Explore CAP

CAP Mobile App | |

Need Assistance?

Contact us from 8am-5pm Eastern Time by phone at (800) 887-4887, (800) 887-6501 (T.V.), or anytime by email at cap@timeandmil.com

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Recent News & Upcoming Events

Recent News

- ▶ [CAP releases 10 New Assistive Technology Demo Videos](#) CAP is excited to introduce ten new assistive technology demonstration videos to our collection.
- ▶ [EEOC Department of Labor Awarded Grant](#) West Virginia University Research Corp. awarded \$2.5 million grant to manage, operate Office of Disability Employment Policy's Job Accommodation Network.

Upcoming Events

- ▶ [Linking Link! Annual University Innovation and Innovation in Government Conference](#) | 2014 | 11/12/2014
- ▶ [Civil Rights Government Innovative Online Summit](#) | 09/02/2014
- ▶ [2014 I.A.B.E. | Center 50th Anniversary](#) | 11/12/2014

Retention: Workers' Compensation

- Assist Workers' Compensation claimants who obtain “on the job” injuries that result in an accepted claim in their return-to-work process
 - Work with Workers' Compensation officials to evaluate needs of employees
 - Conduct CAP accommodation needs assessments
 - Provide appropriate assistive technology or related accommodations
 - Review Telework options

CAP Case Study

- Our Pentagon Survivor
- CAPTEC Needs Assessment \$00.00
- Speech Recognition \$695.00
- Telephone headset \$49.00
- Voice Activated Phone \$90.00
- Pillow Switch \$39.00
- Telework/Workers' Compensation
 - Computer \$2,750.00
 - Set up and Training \$1,690.00
- Total \$5,313.00





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In order to best equip our customers for success,
we first assess what they need.

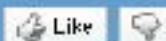


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PDA's: Personal Digital Assistants

From TheDoDCAP · Dec 2, 2013 · 243 Views

Learn how DoDCAP uses PDA's to assist our employees with their work. For more information, visit the following:
<http://clickidol.west.com/field>



(more info)

View comments, related videos, and more.

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Assistive Technology Demonstration Videos

Our AT Demonstration Videos provide information about the latest types of assistive technology solutions we employ with our clients.

More Info



Video Phones
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PDAs: Personal Digital Assistants
TheDoDCAP · 243 Views



TynPal: A Scanner/Reader
TheDoDCAP · 115 Views



Ergonomics
TheDoDCAP · 30 Views



Embedded Technology
TheDoDCAP · 38 Views



Dynamic An Augmentative
TheDoDCAP · 143 Views

Resources

- Agency Disability Program Managers
- Computer/Electronic Accommodations Program
 - Website: www.cap.mil
 - Email: CAP@tma.osd.mil
- Department of Labor
 - Job Accommodation Network www.askjan.org
 - Disability.Gov www.disability.gov
- Office of Personnel Management
 - Executive Order: www.opm.gov/disability/eo.asp
 - USAJobs: www.usajobs.gov/individualswithdisabilities.asp
 - Feds Hire Vets www.fedshirevets.gov
- Equal Employment Opportunity Commission www.eeoc.gov



Cary Leventhal

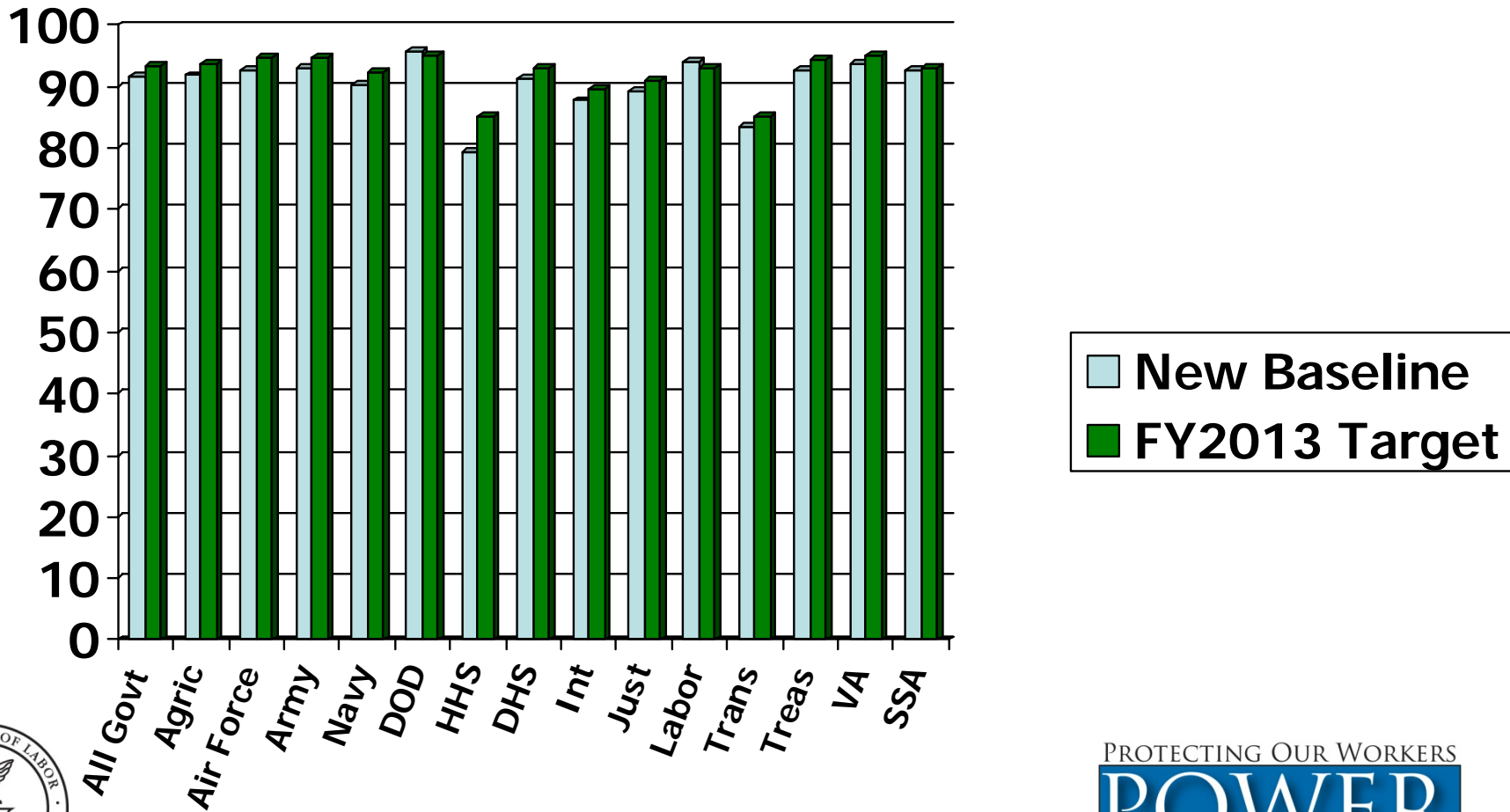
Director, Employee Safety & Workers'
Compensation
Federal Aviation Administration

Revisions to POWER RTW Goal

- New Baseline for POWER Goal 7
 - Agency performance in FY2011 is new baseline
- No change to methodology for setting targets:
Two percent improvement per year from new baseline or meet the minimum target
- Minimum target for FY2013 is 85%
- Maximum target for four agencies with smallest volume of cases will be 93%
- Maximum target for all others will be 95%

Goal 7: RTW Rate

New Baselines and Targets



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Questions and Answers