

A Vendor's Perspective

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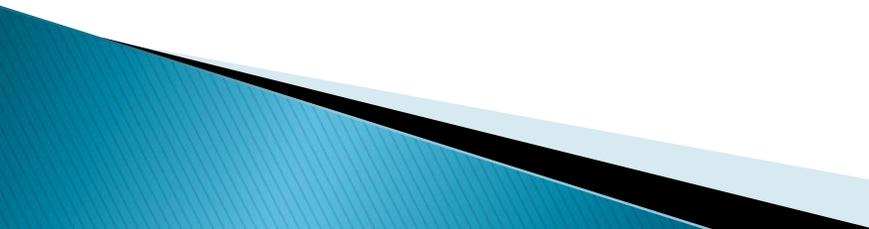
VENDOR SKILL SET

▶ Choosing the right vendor?

- Female/male, foreign language, cultural sensitivity, patients, motivation, experience in vocational areas and counseling abilities.

▶ Vendor experience/knowledge.

- Knowledge of medical conditions, restrictions, wages, LMS/retraining, use of career resources, organization and time management.

- ▶ The vendor represents you and your work.
 - Professionalism, trust and communication. Team Approach!
 - ▶ Documentation & testimony experience.
 - Reports, placement summary, experience and testimony.
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REFERRAL INFORMATION

- ▶ Contact information for all parties.
 - Client, Insurer, Plaintiff and Defense Attorneys.
 - Phone, email and fax.
 - Include DOB, DOI, WID and claim number for clients.

▶ Documents.

- R-2, initial evaluation report, vocational testing, interest inventory, transferrable skills analysis, restrictions, other.

▶ Additional Information.

- Criminal history, driving record, family situations, day care issues, use of interpreter, reading, writing or computer skills, approval to promote OJT's and skills enhancement.

JOB GOAL DEVELOPMENT

- ▶ Team approach vs. dump and run.
 - ▶ 10/2013 Law or
Injury Before 10/2013.
 - ▶ QRC recommendations.
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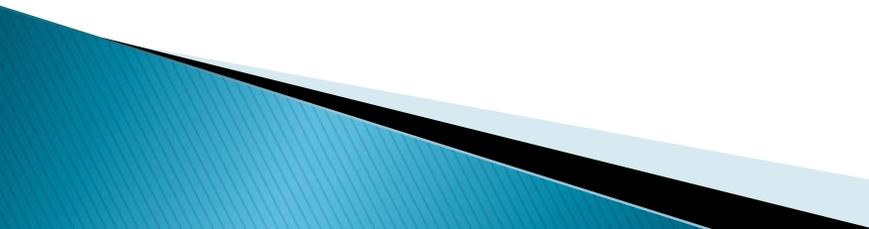
- ▶ Transferrable skills analysis, vocational testing and interest inventory.
 - ▶ Personality traits.
 - ▶ Client background.
 - ▶ Job search radius / geographical areas.
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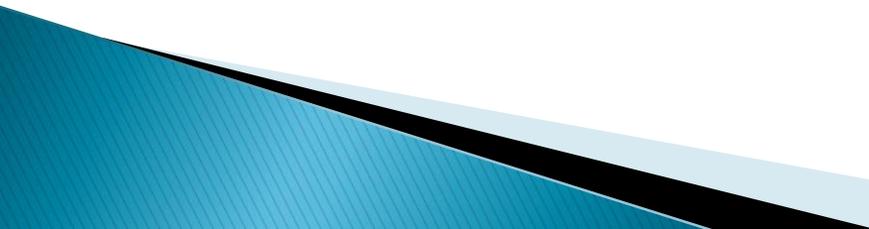
REALISTIC EXPECTATIONS for the Client

- ▶ Know your client and understand and identify barriers to employment.
 - Restrictions, computer skills, texting, emailing, social media, transferrable skills, mental health issues, limited work history, criminal record, etc...
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- ▶ **View client as a whole person.**
 - Current life situation.
 - Previous work related injury, restrictions or medical issues.
 - ▶ **Job Seeking Skills Training.**
 - ▶ **Computer skills and abilities.**
 - ▶ **Identify job search expectations.**
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REALISTIC EXPECTATIONS & ROLE Of The Vendor

- ▶ What constitutes vendor follow-up on leads?
 - ▶ Job Development Services.
 - Cold Calls, website reviews, developing job leads, social media.
 - Meet with the client weekly or bi-weekly?
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- ▶ What constitutes a job lead?
 - ▶ Short and long term goals.
 - Transitional employment?
 - Volunteer?
 - ▶ Vendor documentation.
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COMMUNICATION

▶ QRC

- Monthly progress reports.
 - Updated restrictions.
 - Meeting with vendor/client once per month.
 - Include Vendor on updates to all parties.
 - Notification when services are disputed.
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▶ Placement Vendor

- Identification of barriers to employment/issues during placement services.
 - Monthly progress reports.
 - Placement summaries.
 - Updates on job development.
 - Identification of new/possible job goals.
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SUMMARY

- ▶ Choosing the right vendor.
 - ▶ Setting realistic expectations.
 - ▶ Communication.
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