A Vendor’s Perspective

Presented by Kari Terwey, Placement Specialist
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763-497-1430 Office
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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.

When do you make the referral?
Contact information for all parties.

- Client, Insurer, Plaintiff and Defense Attorneys.
- Phone, email and fax.
- Include DOB, DOI, WID and claim number for clients.
- Average Weekly Wage.
- Once Placement has access to WC Campus, please add to account.
Documents.

- R-2, initial evaluation report, vocational testing, interest inventory, transferrable skills analysis, restrictions, any mental health diagnoses, 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. Personality, have you met them in their homes? Substance abuse?
Team approach vs. dump and run.

10/2013 Law or Injury date before.
How to utilize Job Development weeks.
Do they have permanent restrictions?

QRC recommendations.
- Transferable Skills Analysis, vocational testing & interest inventories.
- Personality traits.
- Client background.
- Job search radius/geographical areas.
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 transportation, language, education/IQ, personality, etc…
View client as a whole person.
- Current life situation.
- Previous work-related injury, restrictions or medical issues.
- Mental Health

Job Seeking Skills Training.

Computer skills and abilities.

Job Placement Plan & Agreement
- Outdated & Not Required. No signatures required.
- Establish and identify job search expectations per case.
- When to develop the Placement Plan.
The Job Placement Plan and Agreement (JPPA) contains items, which reflect the optimum expectations of the employee during his/her job seeking efforts. The JPPA should reflect the reality of the employee's ability to engage in job seeking and the service provider's ability to perform in the current labor/job market. A disagreement with the items of responsibility does not necessarily mean non-cooperation, and each may be negotiated and modified.

**COMMENTS, EXCEPTIONS OR SPECIAL CIRCUMSTANCES TO JPPA:**

Additionally, to enhance my job search activities to secure suitable employment, I, the employee, authorize the QRC and/or the Placement Specialist to discuss my injury with prospective employers. I also authorize the QRC and/or the Placement Specialist to follow up with employers for whom I have received job leads to perform job development and enhance my employability.

**DATA SUBMITTED BY QRC:**
- Medical Release defining physical limitations.
- Training in Job Seeking Skills
- List of Transferable Skills
- Vocational Testing or Evaluation
- Labor Market Analysis

**EMPLOYEE EXPECTATIONS:**
- Full-time job search, 6-8 hours per day, 5 days per week
- Part-time job search, ___ hours daily, ___ days per week
- 1-2 Applications/Resume submitted daily, as possible
- Contact with QRC/PS twice weekly
- 20-25 telephone calls to employers per week
- 1-2 interviews arranged weekly, as possible
- Immediate follow-up on all job leads
- Job search up to a 50-mile radius
- Submit job logs with complete documentation to QRC/PS weekly
- Register with the nearest Job Service Office and maintain weekly contact, or via Internet

**EMPLOYMENT SPECIALIST EXPECTATIONS:**
- Providing Job Leads to the Employee on a Weekly Basis, as possible
- Submitting a Placement Report every 30 Days
- Weekly Phone Contact, and Periodic Meetings with the Employee
- Daily Log of Activity

**INSURER EXPECTATIONS:**
- Reimbursement for Mileage Expenses
- Reimbursement for Long Distance Phone Calls
JOB PLACEMENT GUIDE

<table>
<thead>
<tr>
<th>Employee:</th>
<th>DOI:</th>
<th>Address:</th>
<th>WID:</th>
<th>Insurer:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Phone:</td>
<td>Adjuster:</td>
<td>QR#:</td>
<td>Claim #:</td>
<td>Placement Specialist:</td>
</tr>
<tr>
<td>Start Date:</td>
<td>Defense Attorney:</td>
<td>Target Date:</td>
<td>AWW:</td>
<td></td>
</tr>
</tbody>
</table>

VOCATIONAL TARGETS:

This JPG is intended to provide structure to the placement process. The JPG is not a legally binding contract or required State form; therefore, no signatures are required. This form is used to guide Employees through the placement process and encourages certain expectations. These expectations are modified as needed.

**SUGGESTED EMPLOYEE EXPECTATIONS:**

<table>
<thead>
<tr>
<th>Full-Time Job Search:</th>
<th>Optimal Expectations</th>
</tr>
</thead>
<tbody>
<tr>
<td>Encouraged to complete 100-140 job log entries per month or _______ job log entries per day. These entries include a variety of contacts in the areas listed below.</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Part-Time Job Search:</th>
<th>Optimal Expectations</th>
</tr>
</thead>
<tbody>
<tr>
<td>Encouraged to complete 80-100 job log entries per month or 4-5 job log entries per day. These entries include a variety of contacts in the areas listed below.</td>
<td></td>
</tr>
<tr>
<td>(Check All That Apply)</td>
<td></td>
</tr>
<tr>
<td>___COLD CALLS</td>
<td></td>
</tr>
<tr>
<td>___SUBMITTING APPLICATIONS/RESUMES</td>
<td></td>
</tr>
<tr>
<td>___REVIEWING NEWSPAPERS AND WEBSITES</td>
<td></td>
</tr>
<tr>
<td>___LETTERS RECEIVED FROM EMPLOYERS</td>
<td></td>
</tr>
<tr>
<td>___JOB SEARCH UP TO A 50-MILE RADIUS</td>
<td></td>
</tr>
<tr>
<td>___REGISTERING THE MINNESOTA WORKFORCE CENTER</td>
<td></td>
</tr>
<tr>
<td>___IN PERSON CONTACTS</td>
<td></td>
</tr>
<tr>
<td>___INTERVIEWING</td>
<td></td>
</tr>
<tr>
<td>___FOLLOW-UP CONTACTS TO EMPLOYERS</td>
<td></td>
</tr>
<tr>
<td>___SUBMITTING JOB LOGS ON A WEEKLY BASIS</td>
<td></td>
</tr>
<tr>
<td>___MEETINGS/PHONE CONTACTS WITH PLACEMENT SPECIALIST</td>
<td></td>
</tr>
<tr>
<td>___REGISTERING WITH TEMPORARY AGENCIES</td>
<td></td>
</tr>
</tbody>
</table>

**EMPLOYMENT SPECIALIST EXPECTATIONS:**

| Providing Job Leads to the Employee on a Weekly Basis, as possible |
| Submitting a Placement Report every 30 Days |
| Weekly Phone Contact, and Periodic Meetings with the Employee |
| Daily Log of Activity |

**INSURER EXPECTATIONS:**

| Reimbursement for Mileage Expenses |
| Reimbursement for Long Distance Phone Calls |

**COMMENTS, EXCEPTIONS OR SPECIAL CIRCUMSTANCES TO THE PLACEMENT GUIDE:**

Reviewed and Completed with Employee by: Date:
What constitutes vendor follow-up on leads?

Job Development Services.

- Cold Calls, website reviews, developing job leads, social media, emailing employers, uploading resumes, online applications.
- Meet with the client weekly or bi-weekly?
What constitutes a job lead?

Short and long term goals.

- Career vs. Transitional employment?
- Volunteer?

Vendor documentation.

- Is this individual a potential retraining candidate?
- Job lead follow-up, interviews, barriers to employment.
COMMUNICATION

QRC

- Updated restrictions.
- Meeting with vendor/client once per month.
- Include Vendor on updates to all parties.
- Notification when services are disputed.
- Notification when files close.
- Monthly progress reports.
Rehabilitation Plans—Discuss costs, services, and service descriptions with Vendor.
<table>
<thead>
<tr>
<th>Service Category</th>
<th>Description</th>
<th>Projected Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>09</td>
<td>Provided by PLPS, Inc. Resume development, interview skills, completion of job logs, applications, job search online, email, upload resumes, cover letter development. Meetings with EE, travel time, mileage.</td>
<td>$300.00</td>
</tr>
<tr>
<td>10A</td>
<td>Provided by PLPS, Inc. Systematic contact with prospective employers resulting in opportunities for interviews and employment that might not otherwise have existed and includes identification of job leads and arranging for job interviews. Job development facilitates a prospective employer's consideration of a qualified employee for employment. See Minn. Stat § 176.102, subd. 5(b), for the maximum number of hours and weeks of job development services for dates of injury on or after October 1, 2013.</td>
<td>$1,300.00</td>
</tr>
<tr>
<td>10B</td>
<td>Provided by PLPS, Inc. Job Placement activities that support a qualified employee’s search for work including the preparation of a client to conduct an effective job search and communication of information about the labor market, programs or laws offering employment incentives and the qualified employee’s physical limitations and capabilities as permitted by data privacy laws.</td>
<td>$450.00</td>
</tr>
<tr>
<td>11</td>
<td>Provided by PLPS, Inc. Follow up with EE after employment. Provide updates to all parties via email, telephone, or mail. Meetings with employee, travel time and mileage.</td>
<td>$200.00</td>
</tr>
<tr>
<td>16</td>
<td>Provided by PLPS, Inc. ER Contacts, research and report preparation, report and completion.</td>
<td></td>
</tr>
<tr>
<td>18</td>
<td>Progress reports by PLPS, Inc. QRC, R-Forms, Correspondence, Updates, etc.</td>
<td>$165.00</td>
</tr>
<tr>
<td>20</td>
<td>Mileage, Parking and other expenses for QRC and PLPS, Inc.</td>
<td>$200.00</td>
</tr>
</tbody>
</table>

Projected Costs are for 1 month. If your plan is for 3 months, please adjust projected costs accordingly.

The Projected Costs for codes 18 and 20 are for placement. You will need to add additional projections based on your costs.
Placement Vendor

- Identification of barriers to employment/issues during placement services.
- Monthly progress reports.
- Total cost to date.
- Job Development weeks.
- Placement summaries.
- Updates on job development.
- Identification of new/possible job goals.
Sample Placement Report

Placement Progress Report
Period of Report: 12/21/15 through 01/22/16
Date of Report: 01/22/16

Suggested Job Search Expectations: Fulltime job search, 5-6 employer contacts per day for a total of 100-140 employer contacts per month.

PHYSICAL LIMITATIONS:

Diagnosis:
Right shoulder injury.

Restrictions:
15 pounds lifting maximum, no repetitive overhead lifting, no restraining of children.

EMPLOYEE ACTIVITY:

Employee:
If you client is working, outline his/her job here.

Job Search Activity:

was instructed to continue with a full-time job search in order to secure full-time employment that would be deemed economically and physically suitable. Job search activities are detailed in the enclosed job logs dated 11/28/15 thru 01/06/16 and are outlined as follows:

- 36 website reviews
- 15 variety tutors
- 22 prep for work/admin
- 07 resumes/applications submitted
- 01 application submitted
- 10 prep for interview
- 01 check email
- 01 phone interview

Interviews:

- 12/04/15 High School of Recording Arts - an interview for a special education teacher
- 12/04/15 Hiawatha Academy - a phone interview for a long term substitute position
- 12/09/15 Hiawatha Academy - an interview for a long term substitute position
- 12/15/15 Hiawatha Academy - completed a demonstration teaching assignment for a class

continued to follow up with High School of Recording Arts to schedule her second interview. However, the school administrator had a death in the family and even though she has followed up, she has not received a response back.

VOCATIONAL TARGETS:

Resource teacher, special education level 1 teacher, targeted services substitute teacher, tutoring positions, positions with community colleges and universities, explore positions with the State of MN, cities and counties, explore selective administrative and customer service related positions and any other areas agreed upon by all parties.

Deployment Criteria: Full-time employment, Monday thru Friday, dayshift. She is willing to consider occasional evening work. Benefits are important. She is seeking a position offering wage with potential to reach his salary at the time of injury.
On 01/22/15 she received an email indicating she would not be considered for the academic advisor position. She also received a response from Hiawatha Academy stating they would be hiring another candidate.

PALMER LAKE PLACEMENT SERVICES, INC. ACTIVITY:

Job Placement Services:
Describe your contact with the employee via phone, email and meetings as well as contacts with all other parties involved.

Job Development Services:
Describe placement activity. Cold call attempts, total contacts, total job leads developed both suitable and unsuitable. Website reviews.

List of job leads provided to the employee and any follow up activity

RECOMMENDATIONS:
1. I will continue to contact prospective employers to identify suitable job opening and provide job leads to
2. I will stay in contact with [REDACTED] and meet with him to review her job search efforts as well as monitor her position with [REDACTED]
3. I will continue to keep all parties updated on job search developments
4. My next report will follow within 30-40 days.

Submitted by,

Kari Terwey
Kari E. Terwey
Placement Specialist

NOT REVIEWED TO EXPEDITE DELIVERY

Cc: [REDACTED]  
Enc: Job Logs  
Mileage Log/Expense
# Cost to Date Breakdown

**PALMER LAKE PLACEMENT SERVICES, INC.**

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kterwey@pipsmn.com

### COST TO DATE BREAKDOWN

**DATE:**

<table>
<thead>
<tr>
<th>CODE</th>
<th>DESCRIPTION</th>
<th>CURRENT MONTH</th>
<th>PREVIOUS TCTD</th>
<th>CURRENT TCTD</th>
</tr>
</thead>
<tbody>
<tr>
<td>9</td>
<td>Job Seeking Skills Training</td>
<td>$0.00</td>
<td>$584.75</td>
<td>$584.75</td>
</tr>
<tr>
<td>10A</td>
<td>Job Development Services</td>
<td>$0.00</td>
<td>$3,721.84</td>
<td>$3,721.84</td>
</tr>
<tr>
<td>10B</td>
<td>Job Placement Services</td>
<td>$0.00</td>
<td>$1,612.04</td>
<td>$1,612.04</td>
</tr>
<tr>
<td>11</td>
<td>Post Placement/Follow-up</td>
<td>$86.92</td>
<td>$55.31</td>
<td>$142.23</td>
</tr>
<tr>
<td>16</td>
<td>Labor Market Survey/Analysis</td>
<td>$0.00</td>
<td>$0.00</td>
<td>$0.00</td>
</tr>
<tr>
<td>18</td>
<td>Administrative</td>
<td>$79.02</td>
<td>$568.96</td>
<td>$647.98</td>
</tr>
<tr>
<td>20</td>
<td>Expense/Other</td>
<td>$0.00</td>
<td>$261.00</td>
<td>$261.00</td>
</tr>
</tbody>
</table>
SUMMARY

- Choosing the right vendor.
- Setting realistic expectations.
- Communication.
What Questions do you have?

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