

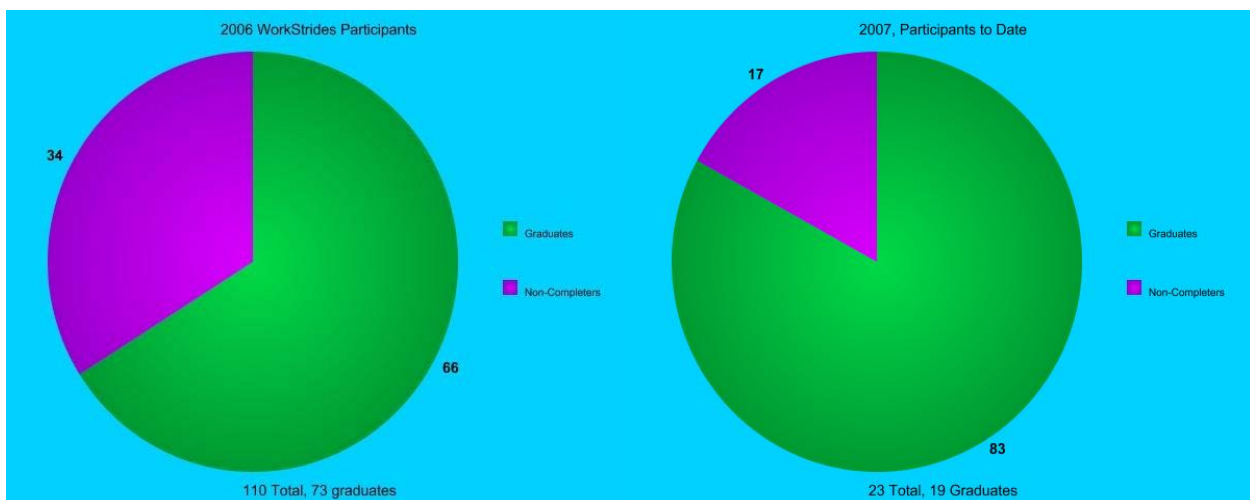


Initial Outcome Results for 2006 by Bob Pack, WorkStrides Project Coordinator

Summary:

To date (3/15/07), nine months into our WorkStrides pilot program, there have been 11 rounds of WorkStrides completed since inception (6/01/06), at five pilot site locations around the state (North Seattle, Renton, Silverdale, Spokane and Thurston). Nine of these rounds were completed in 2006, and primarily the 2006 outcome data is presented here. [It is too soon after completion of initial 2007 rounds for these to provide useful data regarding changes in participant status].

We are on track to present WorkStrides to at least 250 DVR clients during the pilot, and with the addition of new pilot sites should be able to present WorkStrides to at least 350 clients by the end of the pilot in mid-2008. NOTE: All DVR customers who participated in WorkStrides in 2006 were in the category of Most Significantly Disabled (MSD).



2006 – 110 Participants
73 Graduates – (66%)

2007 – 23 Participants to Date
19 Graduates – (83%)

Highlights from 2006:

- 46 (63%) of WorkStrides graduates show case movement (into plan, into plan amendment, into employment, into rehab, into closure)
- 25 (34%) of WorkStrides graduates who were not in plan are now in plan
- 5 (7%) of WorkStrides graduates have been successfully closed (rehab)
- 11 (15%) of WorkStrides grads who were not in plan have been closed other than rehabilitated (either at customer request, or by mutual decision, with their counselor, that customers were not ready to return to work at this time).
- The percentage of WorkStrides graduates has increased steadily, from 65% to 83%, with a cumulative average rate of 70%
- We have now trained 39 DVR staff to present WorkStrides to customers, and have scheduled two additional rounds of staff training in 2007
- Participating staff report consistently that they feel “rejuvenated” and re-energized as a result of their participation in WorkStrides. Many note that they feel re-connected with what drew them to counseling in the first place.

Growth in WorkStrides Completion Rate:



Of the total 133 participants from inception to 3/15/07, we have seen a consistent increase in the rate of graduation. Our overall graduation rate, inception to present, is 70% and rising.

Changes in Participant Status (2006):

Pre-WorkStrides	Post-WorkStrides	Number of Participants*	% of Graduates*
Not in Plan	In Plan	25	34%
Not in Plan	Not in Plan	12	16%
Not in Plan	Closed, Other Than Rehab	11	15%
Not in Plan	Closed, Rehab	4	6%
In Plan	Closed, Rehab	1	1%
In Plan	IPE Amended	3	4%
In Plan	IPE Not Amended	8	11%
In Plan	Closed, Other Than Rehab	2	3%

*One graduate was not a DVR customer (no further data available), and one WorkStrides graduate could not be found in STARS

Reasons for Participants Not Completing WorkStrides (2006):

Reason	# of Participants	% of Total Incompletions
Medical Instability	15	41%
Lack of Commitment	8	22%
Schedule Conflict - Work	3	8%
Family Emergency	2	5%
Schedule Conflict – Treatment	2	5%
Additional Required IL Needs Identified	2	5%
ERS Too Difficult	1	3%
WorkStrides Too Difficult	1	3%
Tired and Stressed	1	3%
Unaccepting of Other Participants	1	3%
Secured Employment	1	3%

Pilot Site Expansion in 2007:

Additional WorkStrides pilot site locations have been identified so far in 2007, along with a number of tentative new pilot sites. Three sites that have definitely committed to participating in the pilot program include:

- Vancouver, Tacoma/Puyallup, and Yakima

Everett/Smokey Point, and Lynnwood have also expressed interest and have had WorkStrides presented to their staff.

Lessons Learned:

- Significant changes in procedure and practice require time: to educate staff and provide them adequate time to process the change, to model how the changes will work, and to design and fine tune the logistics of implementing the changes
- WorkStrides represent a paradigm shift (from customer services which are predominantly one-on-one counseling, to services which combine one-on-one counseling with the economy and inherent power of group process), and while some staff readily embrace this change, others require more time to warm to this change.
- The teamwork which is required to make WorkStrides successful is bringing out the best in DVR staff even while challenging them to find new and creative ways to meet production goals
- WorkStrides is providing an opportunity for job satisfaction that many staff have recognized: providing tangible service to DVR customers which goes beyond the scope of what they (staff) have felt able to do in recent years
- Several staff have remarked that their experience with WorkStrides strongly motivates them to stay with DVR, and WorkStrides can therefore be seen as making a contribution to staff retention

Summary:

We are off to a good start with this initiative, and our first results suggest that we are on the right track. We continue to face challenges, but the signs are good that we will be able to meet these challenges successfully. Morale among participants and participating staff is excellent, and the confidence among our trainers is growing. As we gain more experience, we will be able to continue to fine tune WorkStrides to be even more effective at setting the stage for better customer outcomes overall. **For more information about the WorkStrides program, please contact Bob Pack, Program Coordinator, at 360-714-4142.**