

SPOTLIGHT

September 2010

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Check out...

President's Corner



“Louie Louie” is an American rock ‘n’ roll song written by Richard Berry in 1955. It has become a standard in pop and rock. The song was written in a style of Jamaican ballad and tells us a story of a Jamaican sailor returning to the island to see his lady love. In 1963 the Kingsmen recorded a version (which was also an FBI investigation, but that’s another story) and changed the song from a ballad to the more upbeat version we know today.

Paul Revere and The Raiders also recorded a version in the same year as the Kingsmen, which some feel was a more professional and clearer version. It made a comeback in 1978-79 in yet another version by Bluto (John Belushi) and his fellow Delta House brothers in the movie National Lampoon’s Animal House. It is unknown exactly how many versions of “Louie Louie” have been recorded, but it is believed to be over 1,500, according to Louie Louie.net.

There has been discussion from the MRA board of approaching training differently than its historical two conferences a year structure. This has brought passionate discussion on the board and from members. There are views from both sides. The discussion has been around allowing divisions to put on their own Spring trainings with possible dollars from MRA, though details have not been flushed out yet. Others do not agree and want to continue with the current Spring and Fall conference version. Continued discussion on this topic will take place at the October 6 board meeting at the Fall conference (remember, board meetings are open to members).

We are very lucky to have an organization with passionate members who care about our mission, the vitality of this organization and recruiting new members for sustainability. As I have listened and whole heartedly tried to navigate through it all, I have learned that there is no right or wrong, but different viewpoints, different beats, different lyrics, a change up in versions, yet I feel the most important thing to remember is in the end - a great hit tune – The Minnesota Rehabilitation Association.

I am very excited to announce that our new website is launched! Big thanks to John Hoffman, Justina Cloutier, Mimi Collins and Lindsey Cornell for working on the committee to get this done. Also thank you to all the members who contributed to the years of fundraising it took to come up with the dollars for this project. ThreeEyedBird, the web designer, was fantastic and very professional to work with. They will continue to host the site and it will now be utilized as a communication tool to all our members and for our divisions. Our Marketing and Communications team will be doing updates. They are John Hoffman and Mimi Collins. Want to know how to contact them? www.mnrehab.org

Hope to see you all on October 6, 7 and 8!

Colleen Andresen • Colleen.andresen@state.mn.us • 763-785-3609



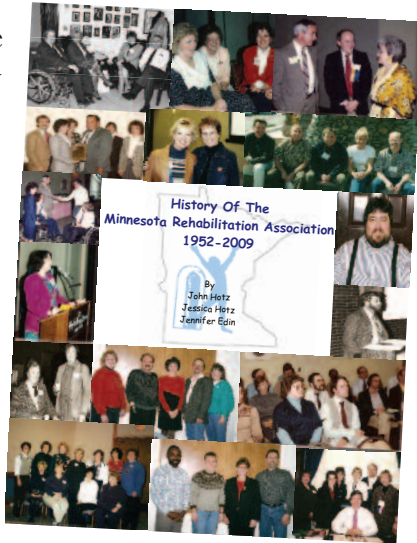
MRA Briefs...

MRA History has Come to Life

If you missed the unveiling of the History of the Minnesota Rehabilitation Association 1952-2009, at the Spring Conference in Rochester, that does not mean that you have missed the opportunity to purchase a copy for yourself or a friend. One or more copies can be ordered for \$10

each by sending a check made out to MRA to John Hotz at St. Cloud State University, 720 Fourth Avenue South, St. Cloud, MN 56301. So don't let history pass you by. Who knows? You might be in the book....

John Hotz
MRA Historian



Please refer to
www.mnrehab.org/
for more information!



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September 2010

Session Summaries

Future of Vocational Rehabilitation

This session was paneled by 2 QRCs and an employer attorney. The proposed rehab rules had been changed just a few days before the summit and subsequently changed again. The QRCs spoke of the detrimental effect of reducing rehab fees by 50% for medical management for QRCs who are not a nurse; this was later changed to include all QRCs. Three studies were mentioned with one giving MN an A+, a second a B and the third a "great job" on overall rehab services and return to work in particular. One 15 state study placed MN first in RTW. The ER attorney stated clear disagreement with the proposed rules, within a given timeframe. She believed this may result in more claims and lead to increased litigation costs for employers.

Case Law Update

Mary Miller, General Counsel, MNDOL, reviewed new case law. Of interest in rehab was Najarro v. Mn Minerals and Aggregates where the ER argued in a case of denied primary liability an EE could only receive services from the VRU, rather than a private QRC. The compensation judge and the Court of Appeals disagreed stating the QRC did risk non-payment in the event the EE did not prevail on liability. In

Martin v. Morrison Trucking, Inc., the Court of Appeals agreed with a lower decision that a plan for a bachelors degree in 3 yrs, with prior coursework at the AA level, I a program that met the Poole factors, and followed a diligent job search, was approved. In Hopkins v. Road Equipment Parts Center, the COA affirmed a lower decision that an EE was approved to refuse a job offer based on a full duty IME report when the treating physician had provided limitations. An attempt to discontinue wage loss for lack of job search was denied as the rehab plan was to RTW when at full duty in the date of injury job.

Minnesota's Economy and Workers Compensation, Paul Moe, DEED, reviewed this topic. Injuries and claims have fallen in recent years due to structural changes in the economy such as fewer jobs in high risk areas and improved safety. While there has been an increase in service jobs, not all are the same with some more at risk for injury; such as healthcare and social service. The four industries with higher than average injury rates, healthcare/social assistance, construction, retail and transportation/whse, are projected to provide 48% of job growth thru 2016.

Don Barrett, QRC, MASPPR

A summary of 2010 breakout sessions related to the second annual workers compensation policy summit June 14-16, 2010

The top 10 reasons why claimants go to lawyers: the presenters were Joe Herbulock, attorney -- Alissa O'Hara, QRC -- Meredith Redmond, claim adjuster and Susan Connelly, attorney

Primarily the discussion was about the independent medical examinations that insurers schedule for injured workers. The insurer's do have a list of preferred independent medical doctors. The defense attorney and the claim adjustor professed that they choose IME doctors with subspecialties related to the specific injury. They admittedly know who the good and bad IME doctors are depending on the purpose. They did emphasize the claim adjuster's are busy. We were not given any type of list with the top 10 reasons why employees seek legal counsel.

The next breakout session was related to **the economy's impact on workers compensation**. It is clearly evident that medical costs are driving the increased cost of the work comp system. It was said that some of the files are costing between

\$25,000-\$30,000 for medications alone. It wasn't clear if this was an annual cost or a worst case long-term scenario. The presenters, Buzz Cummins and Paul Moe praised former Commissioner Brenner and Commissioner Sviggum's efforts to cut medical costs. There was a bit of a political tone to the presentation because Buzz Cummins said he was afraid there would be a change to a Democratic governorship and then a call for workers compensation reform. They mentioned the 1995 law which was detrimental to injured workers and the fact that the Democrats have been waiting in the wings to reform work comp again to swing the pendulum back toward increased benefits for the injured worker.

Breaking the workers compensation drug addiction was the next breakout session.

Narcotic drug use in workers compensation was the topic. The presenters

Continued on page 4.



Continued from page 5.

were Rose Hatmaker, Kathy Cato and Deb Campbell. I believe they were all nurses. 25% of the cost to the medical component of work comp is for narcotic drugs. The narcotics most often prescribed in rank order are Oxycodone, Hydrocodone and Fentanyl. (sp?) Case manager's and QRC's were asked to pay attention to drug seeking behaviors and to talk with the doctors about injured workers who are seemingly having problems with narcotic medications. The high cost of medications were emphasized.

The next breakout session was the **great debate part one**. The panel members were workers compensation advisory Council members and legislators as well as the Commissioner. The Commissioner had already retracted a couple of punitive measures that he wrote in the initial proposed rules. There is no longer a 50% fee reduction for vocational relocation services after 52 weeks. However, there will be 15% and 25% reductions at certain points in time. Both case managers and QRC's will experience a 50% fee reduction when providing case management services. Case management services were not defined and when I asked a question about that issue.

I also emphasized to the Commissioner that oftentimes the delays in treatment are brought on by the delays in authorization to prescribed treatment. I used two personal examples of recent files in which this programs were ordered by a spine surgeon on December 10, 2009 and a were not authorized, completed and interpreted with the injured worker until June

10, 2010. Six-month delays such as these are not the fault of the injured worker nor the QRC and ultimately the QRC's will be penalized by only being able to bill fractions of their going rates for the very critical services. The adjuster's in the room said medical management was very important when we asked them directly.

In my opinion medical management is the single most complicated and technical aspect of a QRC's job and the proposed rule to make a 50% reduction to medical management is unacceptable and we should all reject it.

The claim adjuster's in the room were complaining about the high cost of "rehabilitation" and when I specifically asked them about which component of rehabilitation they thought was too costly and they said "job placement/vendor costs". It was also very evident that the insurer's concern about the high cost of workers compensation is with medical treatment.

The commissioner is also talking about a mandatory (Time out) conference at 78 weeks to discuss the rehabilitation plan among the parties. It was emphasized by several QRC's in the audience that the conference is unnecessary. The R-2 and subsequent R-3's give the insurer every opportunity to disagree with the rehabilitation plan at three or four month intervals now. In my estimation this will only bring on more problems with insurers stopping payment to QRC's in mid-stream.

Jeff Hokeness

MRA 2010 FALL Conference

**October 6th - 8th
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Pre-Conference: Optimizing Outcomes

How to Utilize Evaluations in Career Planning & Placement – A Panel Discussion

Sponsored by: Job Placement and Development & Vocational Evaluation
and Work Adjustment Association, divisions of the Minnesota Rehabilitation Association

Wednesday, October 6th, 2010

12:30-4:30pm

Holiday Inn and Suites • St. Cloud, MN

Rates:

- | | |
|--|------|
| <input type="checkbox"/> JPD or VEWAA member | \$30 |
| <input type="checkbox"/> Non-Member | \$40 |
| <input type="checkbox"/> Student | \$20 |

Registration deadline is September 30th. Space is limited so register early!

Name: _____ Membership Number: _____

Employer: _____ Telephone: _____

Address: _____ City: _____

State: _____ Zip: _____ Email Address: _____

Mail OR fax Registration Form and payment to: (make checks out to JPD)

Tanya Dyer

Courage Center

3915 Golden Valley Rd

Golden Valley, MN 55422

Or Fax: 763-520-0861 Attn: Tanya Dyer

Up to 3.5 hours of CRC credits are available.

Questions: Contact Tanya at 763-520-0552
or Tanya.Dyer@CourageCenter.org

WELCOME!

New Members:

Cassandra Avery

Ryan Befort

Sarah Davis

James Goodman

Kelly Kennedy

Kathryn Keyes

Cori King

Larry Mansfield

Ross Pringle

John Veith

Richard Wagner



5 September 2010

VENDOR Registration

Minnesota Rehabilitation Association Fall 2010 Training Conference
October 7th – 8th, 2010 • Holiday Inn & Suites - St. Cloud, MN

Vendor Fair:

Thursday October 7th,
8 a.m. – 4:30 p.m.

- All exhibitors will receive a listing in attendee's registration packets including:
- contact information, web site address, and a short summary of products or services (100 words or less, please).

Exhibit Check In:

After 7:30 a.m. on
Thursday October 7th, 2010

- This registration form is for exhibitor space and/or conference sessions.
- **This form does NOT include lodging.** Lodging reservations can be made by calling 320.253.900 ask for MRA conference block (\$79.99 per night).
- **LODGING DEADLINE IS SEPTEMBER 5TH** (lunch will be provided)

Exhibit Removal:

After 4:30 p.m. on
Thursday October 7th, 2010

- For additional information about exhibit space, please contact Ryan Hoffman at (763) 520-0361 or ryan.hoffman@couragecenter.org

EXHIBITOR Registration

EXHIBITOR BOOTHS ARE OPEN FROM:
8:30 a.m. - 4:30 p.m. • Thursday, Oct. 7th, 2010

Exhibitor Name: _____ Contact Person: _____

Address: _____ Telephone: _____

City, State, Zip: _____ Email: _____

Need for electrical outlet: Yes or No (circle one)

Organization Description (100 words or less):

Special dietary needs? _____

If you wish, please submit an electronic version of your logo to ryan.hoffman@couragecenter.org for inclusion in conference materials.

Make Checks Payable to MRA.

Registration Deadline is September 29th, 2010.

Send payment and form to:

Ryan Hoffman
Courage Center
3915 Golden Valley Road
Minneapolis, MN 55422

EXHIBITOR FEES (CHOOSE ONE)*

- \$225 Exhibitor and one conference registration (October 7th and 8th)
- \$150 Exhibitor (one 8' table for Thursday October 7th)
- \$75 Exhibitor table for organizations represented on the MRA board of directors
- \$50 Exhibitor materials (to be available on resource table)



September 2010

COLLABORATIONS that Work

CONFERENCE REGISTRATION Minnesota Rehabilitation Association October 7-8, 2010 • Holiday Inn and Suites

*** Conference fees and registration are for the regular conference only – pre-conference fees and forms are done separately

Regular Conference (check appropriate boxes please):

- | | |
|---|-------|
| <input type="checkbox"/> Member Full Conference (Thursday and Friday) | \$160 |
| <input type="checkbox"/> Member Daily Rate Thursday Only | \$110 |
| <input type="checkbox"/> Member Daily Rate Friday Only | \$70 |
| <input type="checkbox"/> Non-Member Full Conference | \$200 |
| <input type="checkbox"/> Non-Member Daily Rate Thursday Only | \$125 |
| <input type="checkbox"/> Non-Member Daily Rate Friday Only | \$85 |
| <input type="checkbox"/> Board Member | \$75 |
| <input type="checkbox"/> Student Member A student as defined by NRA membership. | \$75 |
| <input type="checkbox"/> Student Non-Member | \$100 |
| <input type="checkbox"/> <i>Late Fee (After September 30, 2010)</i> | \$25 |
| <input type="checkbox"/> Registration will be paid directly by my agency.
PO # _____ | |

Conference Registration includes Thursday continental breakfast, lunch and dinner, Friday breakfast buffet and lunch. All other meals are on own.

Thursday Dinner Choice:

- Broiled Walleye served over spinach with blue cream cheese sauce
- Roast Turkey with mashed potatoes, dressing, gravy & vegetables
- Vegetable Lasagna with garlic bread and vegetables

Special Accommodations Requested: _____

Full Conference Registration includes Thursday breakfast, lunch and dinner, Friday breakfast buffet and lunch. All other meals are on own.

** Make checks payable to: Minnesota Rehabilitation Association

Refund Policy: Due to commitments for meals/speakers etc., No refunds will be granted after September 30, 2010

Name: _____ Membership Number: _____

Employer: _____ Telephone: _____

Address: _____ City: _____

State: _____ Zip: _____ Email Address: _____

Mail OR Fax Registration Form and Payment To: (make checks out to MRA)
Lindsey Cornell
Goodwill/Easter Seals, 553 Fairview Ave N, Saint Paul, MN 55104
Or Fax: 651-379-5604 Attn: Lindsey Cornell

NOTE: You must also make hotel arrangements directly with the St. Cloud Holiday Inn and Suites

Individuals may call 1-800-HOLIDAY toll free to make reservations or call the hotel directly at 320-253-9000.

Single/Double Room \$79.99 per night, mention MRA rate.

For Questions about the conference:

Please contact

Lindsey Cornell at (651) 379-5629

LCornell@GoodwillEasterSeals.org

Additional information and registration forms can be found by visiting the MRA web site

www.mnrehab.org

Discount: Receive a 25% discount for five (5) or more people registering at the same time (mail forms together).

Please note that a list of conference participant names and their contact information will be included in the conference packets. If you do not wish for your information to be included, please check below:

____ **I do not wish my information to be included.**

Total Enclosed: \$ _____



September 2010

**Hotel Registration
Deadline
September 5, 2010**

COLLABORATIONS *that Work*

Fall Minnesota Rehabilitation Association Conference

Thursday, October 7th

7:30 a.m. Registration Begins (breakfast buffet included in registration)

8:00 – 9:15 a.m. Keynote – Leading the Inspired Life by Making Collaboration Work
GENERAL SESSION (Michael Kiefer, MS)

This is a fascinating keynote built with humor and some surprising twists! It is a highly inspiring keynote illustrating Michael's personal application of a 7 point goal achievement formula using peak performance techniques. The illustration will demonstrate how a series of unique collaborations enabled a personal goal to rapidly be achieved. Michael will also share ideas on how collaborations can help everyone lead an inspired life!

9:15 – 9:30 a.m. Introduce Vendors

Hear from our vendors and learn about the valuable resources and service provided across the state of Minnesota.

9:30 - 9:45 a.m. Break and Vendors ~ Poolside

Work Injuries and Statutory Rehabilitation ~ Twins (McCloud Co Recycling)

Self-insured employers discuss their experience with work injuries and statutory rehabilitation.

Discover Your Natural Talents, Genetic Skills, and Team Contributions ~ St. Benedicts (Michael Kiefer, MS)

In this session everyone will have an opportunity to take a recently released Natural Talent and Genetic Skills Assessment. This assessment can reveal hidden talent and genetically inherited skills, both physical and mental. A brief interpretation of results will be presented along with how your talents can be applied to maximize your team contribution. The assessment is available for licensing by rehabilitation organizations.

It's HERE! Disability Benefits 101: Your job just got easier! ~ Heritage (Lesli Kerkhoff, BA, Minnesota Dept. of Human Services – Disability Services Division)

DB101 helps you learn about disability benefits and provides a safe, neutral way for your clients to discover the right balance between work and benefits. This session will provide an overview of DB 101, highlight ways to apply it in your work, and provide you the tools to start using it to change how people think about work.

9:45 a.m. – 12:30 p.m.

A Mind Body Approach to Giving Care ~ Huskies *Limited to 25 attendees***** (Amy Samson-Burke, MPT, Courage Center and Mind Body Solutions; Andy Lear, BS, Mind Body Solutions)

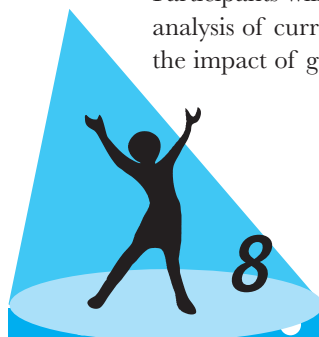
A mind body approach to trauma and disability lives. This practice has been shown to lower stress levels for rehab professionals. In this class, participants will be introduced to a mind body approach to rehabilitation and practical application of a mind body practice will be explored.

11:15 – 11:30 a.m. Break and Vendors ~ Poolside

11:30 a.m. – 12:30 p.m.

Labor Market Information for Decision Making ~ St. Benedicts (Cameron Macht, BBA, State of Minnesota – Dept. of Employment & Economic Development)

Participants will learn how to access and use DEED's labor market information for decision making. Discussion will include analysis of current jobs in demand, statewide and regional employment outlook, salary survey data, industry changes, and the impact of green jobs on the economy.



History of the MMPI ~ Heritage (Maurita Christensen, PhD, MS, CRC, State Services for the Blind)
The MMPI is the top personality inventory used for psychological assessments requested by VR and the fourth most used test instrument overall. The presentation will provide information in the history of the development of the MMPI through the current MMPI-2 and MMPI-2RF versions.

September 2010

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12:30 – 1:45 p.m.

Brain and Spinal Cord Injuries and Issues in Decision-Making Capacity and Withdrawal of Care ~ General Session, Poolside – Buffet lunch included in registration (Lisa-Ann Wuersmer, MD, Assistant Professor of Physical Medicine & Rehabilitation, Mayo Clinic)
Working with individuals with brain injuries and assessing their decision-making capacity; Withdrawal of care in acute spinal cord injury – staff vs. patient perceptions regarding quality of life.

1:45 – 2:00 p.m. Break and vendors ~ poolside

2:00 – 3:30 p.m.

Forensic Rehabilitation 101 ~ Huskies (John W. Lui, PhD, MBA, CDMA, CRC, University of Wisconsin – Stout Vocational Rehabilitation Institute)

This session will provide the foundations of forensic vocational rehabilitation and the roles and functions of vocational rehabilitation professionals in various legal settings. Topics covered will include the processes and methodologies that are followed from case referral through the provision of a case opinion. Understanding the ethical standards that vocational rehabilitation professionals follow in their role as experts or when working in legal settings will also be discussed.

Gratitude, Due Diligence, Integrity, Patience, Compassion & Respect ~ St. Benedicts (Julian Coffman)
Executive trainer for Crystal Pierz Marine Corporation shares his personal story of overcoming barriers to being employable. Julian had full body RSD. The question I had to face was, "How do I heal myself and become employable again?"

The Upcoming State Legislative Whirlwind - Preparing for the Future ~ Twins

(John Sherman, Vocational Rehabilitation Services)

The state budget crisis of the last two years has had a direct effect on state programs for persons with disabilities. The budget situation for the next two years will continue to be very difficult. This session will preview the challenges for policy makers and likely effects on programs.

Partnering for Jobs: An evidence-based practices collaborative employment program ~ Heritage

(Laura Weber, MA, LMFT, Human Services, Inc.; Peg Killen, MS, CRC, Dept. of Employment and Economic Development/Vocational Rehabilitation Services; Becky Bazzarre, BS, Lifetrack Resources)

Partnering for Jobs is a supported employment program for individuals with serious mental illness. It is a joint venture between Lifetrack Resources, HIS, and VRS. It is based on the premise that work is essential to recovery, and integration of MH professionals and employment specialists is key to successful outcomes.

3:30-4:15 p.m. Vendor Fair ~ Poolside

Meet one-on-one with vendors to learn more about services and products that can benefit our clients and enhance our business.

4:30 p.m. Division Meetings

JPD – Job Placement and Development Division of MRA ~ **Café Santa Fe**

RCAM – Counselor Division of MRA ~ **Twins**

ARTS of MN – Administrative Division of MRA ~ **Café Santa Fe**

Student Division ~ **Pool Patio Lower**

VEWAA – Vocational Evaluation and Work Adjustment ~ **Pool Patio Upper**

MASPPR – Minnesota Association of Service Providers in Private Rehabilitation ~ **Board Room**

5:30 – 8:00 p.m. MRA Dinner and Awards Program

Food served at 6:00; cash bar available. (Dinner included in registration)

8:00 p.m. - 12:00 a.m. MRA Networking and Music

Music provided by Ken Lundquist's band



Friday, October 8th

7:30 - 8:30 a.m. Breakfast Buffet (Poolside)

MRA Membership and Ethics Round Tables ~ General Session ~ Poolside

(Colleen Andresen)

Colleen will share her personal experiences as she has navigated decision making as MRA president. She will discuss with MRA membership the ethical dilemma of making major decisions around training and website redesign. Who makes a decision, who is involved, how is it communicated and how does it impact membership and our mission?

8:45 – 10:15 a.m.

Midwest Spine Institute ~ Twins

(Dr. Locketz and Dr. Sinicrpoi)

How Personality Styles Influence Collaborations ~ Huskies

(Michael Kiefer, MS)

This is an exciting session highlighted by unusual stories of how different personality styles can interact in collaborative ways. Everyone will take a short personality survey and then illustrations of each style will be presented along with insights on collaborative interaction. Pointers on high performance collaborations with 2 or more people will also be discussed.

Managing Challenging Behaviors with Clients ~ St. Benedicts

(Jodi Greenstein, MSW, LICSW, CBIS, Courage Center)

Addressing behaviors with clients can be a challenging component of our work. In her presentation, Jodi Greenstein will discuss strategies to assist direct service providers and management staff in addressing client behaviors including anger, the need for assertiveness and dealing with manipulative clients. She will also address potential causes for these behaviors and ways to help clients/teams address them successfully.

8:45 – 11:30 a.m.

When Jobs Promote Public Safety: Understanding criminal records, policy & placement ~ Heritage

(Andy Sagvold, Goodwill/Easter Seals)

An understanding of how criminal records are disseminated as well as the laws and policies surrounding the hiring of individuals with a record can help placement outcomes. Effective job development, employment readiness and social support strategies also reduce employment-related barriers faced by individuals with a criminal history.

10:30 – 11:30 a.m.

SI Joint Dysfunction ~ Twins

(Physical Therapist)

Unleash Team Creativity with Mind Mapping for Rapid Problem Solving ~ Huskies

(Michael Kiefer, MS)

In problem solving, most groups get caught up in “group think”, which stifles creativity. This session will allow everyone to think “outside the box” using the “mind map” tool. An interesting group problem solving exercise will be performed in this session that enables everyone to understand the creative power of group problem solving. Most problems can be solved in less than half of the normal time using the mind map tool.

The Journey of Rehabilitation: A Caregiver’s Perspective ~ St. Benedict

(Stephanie Legatt)

Six months before taking their wedding vows, this couple’s life changed in an instant. A tumor in the brain left Branding blind and with several cognitive deficiencies. Together they continue to overcome the challenges that they face during the rehabilitation process. This is their story.

Continued on page 11.

September 2010



11:45 a.m. – 1:30 p.m.

Beyond the Code: Professional Ethics that Achieve Extraordinary Results ~ General Session, Poolside

(Charles A. “Chad” Weinstein, PhD, Ethical Leaders in Action, LLC)

Do you think ethics as “doing our duty”?

Rehabilitation professionals do so much more than that! You are truly called to serve others. Ethics is more than duties, too: find out how embracing positive, ethical leadership practices can help us thrive as people and excel as professionals.

.....

CEU’s are available at the registration table and after the conclusion of the conference. Please complete an evaluation summary for each session you attend.

All session’s PowerPoint’s can be sent to you upon request.

Thank you for attending the 2010 Fall Minnesota Rehabilitation Conference. Please complete your conference evaluation forms. We welcome your input on sessions and other ways to make this conference the best it can be.

Alternate formats available, please contact Sara Sundeen at 763.520.0509 or sara.sundeen@couragecenter.org




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