dir Department of Industrial Relations
STATE OF CALIFORNIA

Options for Implementing Recommendations to Support the RTW Supplement Program
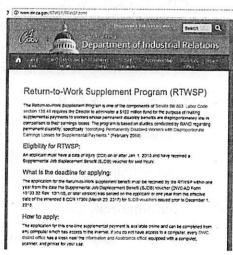
Response to Directive by
The Commission on Health and Safety and Workers' Compensation

June 7, 2018

1

Efforts in progress to increase RTWSP benefit awareness

- Improve online visibility of RTWSP application and information on homepage
  - Translate program webpage into Spanish
- Clarify RTWSP availability and eligibility on SJDB voucher form
  - Consider translating SJDB voucher into additional languages
- Conduct survey of eligible workers to better understand barriers to participation
- Explore collaboration with claims administrators on ways to inform eligible workers about the program

Return-to-Work Supplement Program (RTWSP)

2

Increase program monitoring

- Anticipate trends in program eligibility shifts
- Observe potential benefit access issues or patterns of abuse
- Understand allocation and timeframe of SJDB service delivery
- Data that could be reported:
  - Date of RTW offer decision
  - Date of SJDB voucher issuance
  - Dates and types of SJDB services provided and paid
- Need to identify mechanism to notify DIR of above data elements

3

Increase distribution to all eligible workers

- RAND report evaluating RTWSP program found the administrative function to be efficient and effective
- RAND identified a gap in participation between represented and unrepresented workers who are eligible for the benefit
- To address the gap:
  - Building on existing system, DIR could auto-process payment of the RTWSP directly to workers
  - Trigger for payment could be the notification of the SJDB voucher issuance, potentially reported via WCIS
  - After verifying the recipient's address, the benefit payment could be automatically issued
- Requires regulations to amend program structure

4