

ENGLAND & ASSOCIATES

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'EXPERIENCE IS NOT EXPENSIVE.....IT IS PRICELESS'



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EASSOCIATES REHAB NEWS

Holiday Cheer and Many Thanks to All!

As we approach the end of the year England & Associates would like to thank all our Clients for their business referrals and support. Without you, our company would not exist. We appreciate each and everyone we work with. We value your time, expertise and professional manner. We again thank you for your business and look forward to working with you in the upcoming year. Happy Holidays to you! We wish you a safe and prosperous 2010!

Professional Development of the E & A Staff

Daniel Giles, MA, CRC, QRP is one of our full-time Vocational Counselors. Over the last three years, Dan had been completing his MA degree, working full-time as an Addictions Counselor and part-time at England & Associates. He graduated from USF in May. He received his MA in Rehabilitation Counseling. In September he joined England & Associates full-time. He has become our expert Vocational Evaluator. Dan is an excellent Counselor with a very professional attitude, great Client rapport and approachable style. He is now a DVR Certified Vocational / Work Evaluator. Congratulations!

Susie Alarie, MA, CRC, QRP has obtained her BRRS Qualified Rehabilitation Provider (QRP) certification. Susie has been with England & Associates for three years. Susie graduated from USF with her MA in Rehabilitation & Mental Health Counseling. She is currently working full-time as a Mental Health Counselor to obtain her L.M.H.C. certification. She works with England & Associates part-time as a Vocational Rehabilitation Counselor. She has also become involved with Marketing. She is in the process of obtaining her Florida Supreme Court Family Mediation Certificate.

Desiré White, MA, CRC, QRP has received her BRRS Qualified Rehabilitation Provider (QRP) certification. Desiré started working part-time for England & Associates in May. She is now developing a full-time position. Desiré completed her Masters Degree at USF in May. She has experience with family and child therapy. Desiré provides Medical File Reviews, Reemployment Services, and Transferable Skills Analysis. She has developed skills with Labor Market Survey (LMS) Research focused in the West Central Florida and Tampa Bay geographic areas.

England & Associates Expands Office Space Again!

We have expanded our office space!! Again!! Just 12 months ago, in November of 2008 we moved the entire office to the First Floor Suite 101. In October of 2009 we added an additional 500 square feet to provide more space for Testing Services and Software Training. Our new space may accommodate four Clients at a time for Vocational Evaluation / Testing. This is the third time in two years that we have expanded. While our office has continued to grow, we provide the professional and high quality services you have experienced in the past.

Vocational & Medical Rehabilitation Professionals

England & Associates Professional Team Members

Bill R. England, MS, CRC, CDMS, CCM, OWCP RCC
Phyllis Rothman, RN, MS, CDMS, CCM, CLCP
Daniel Giles, MA, CRC, DVR Vocational / Work Evaluator
Susie Alarie, MA, CRC, QRP Vocational Case Manager
Desire White, MA, CRC, QRP Vocational Case Manager
Pamela Barnette, MA, Labor Market Survey Analyst
Liz England, MS, SSA Ticket-To Work Specialist
Ethel Schwartz, Rehabilitation Administrative Assistant I
Danny Kessie, CMTS Software Programmer
Brooke Agnew, Rehabilitation Administrative Assistant II

Rehabilitation Services & Expertise

Certified Life Care Plans, TBI Case Management, Work Injury Medical Case Management, Medical Cost Analysis, Vocational Evaluation, Vocational Testing, Job Analysis, Job Modification, Reemployment Services, Labor Market Survey Research, Placement Services, Direct Placement, Medical Actuarial Cost Projections, Wage & Salary Analysis, Occupational Analysis, OJT Plan Development, Vocational Training Plan Development, Vocational Expert Witness, Medical Expert Witness, & Witness Consultants.

E & A Holiday Spotlight: Ethel Schwartz

Ethel Schwartz: Administrative Assistant Extraordinaire! For the last three years our phones have been answered, letters mailed out, bills paid, files organized, data updated and the list goes on, by the lovely Ms. Schwartz. She is

always pleasant, incredibly organized (you should see her color coded file labels!) and quick with a great laugh! Since 2006, Ethel has been an essential part of the England & Associates office. For the holidays, Ethel Schwartz

will be spending time with her family. And there is plenty of family to share, since she is just one of ten siblings! One of her favorite holiday traditions is opening presents on Christmas Eve with her family and her

Grandchildren. She loves to have dinner at her Mother's home with all of her brothers, sisters, nieces, nephews, the grandchildren, and especially eating the holiday treats! Ethel shares her best wishes for the New Year to all!

England & Associates - Case Management Tracking System: Version 2.0

Case Management Tracking System (CMTS) was developed in 2005 at England & Associates to fulfill the need to have a multi-purpose data entry and case management program. CMTS offers the ability to simultaneously

manage Case Notes, Client demographics, referral data, invoicing, case contacts and case loads. The CMTS Case Management Programmer has now finalized **Version 2.0** with enhancements for contact tracking, individual

Case Load management, and service reporting. Current users and future purchasers of CMTS will have the benefit of software that was developed specifically for the Medical and Vocational Rehabilitation Practice.

CMTS will operate within XP or Vista on individual PCs or a Network multi-user environment. The data base operates with Microsoft Access 2003 or 2007. Call us today for an on-line or on-site demonstration!

CMTS Features: Case Contacts, Electronic Case Notes, Service Activity, Case Manager Productivity Measurement, Professional Service Invoicing, Accounts Receivable Management, Account Aging, & Data Base Reports.



The **Case Management Tracking System (CMTS)** has over 42 standard screens developed through practice to facilitate end User tasks. CMTS tracks key case contacts including: Clients, Adjusters, Attorneys, Physicians, and 'other' Professionals.

The CMTS Software will create date stamped electronic case notes that may be printed when

required for hard-copy documentation. CMTS software will convert service contacts into line item billing for **Florida DWC-21s** or generic **Professional Invoices** that may be used in multiple systems or private pay case service scenarios. Case Service hours are tracked by the case, invoice, case load, referral or case manager.



Call our Programmer, Danny Kessie for an on-line Demo! (727) 547-4488 or (813) 248-4488

IARP Florida Seminars & Conferences -> Recent & Future Topics:



IARP Florida Annual State Conference: April 15th, 16th, 2010

The IARP-Florida State Board has joined with the Workers Compensation Claims Professionals (WCCP) and WC Attorneys to organize a two day State Conference that will include multiple seminars of mutual

interest to WC Adjusters, WC Attorneys, Vocational Evaluators, Case Managers and Medical Professionals. The two day event will be held at **Champions Gate Resort** in Orlando, Florida. The program will include three simultaneous tracks of presentations: Claims, Legal and Rehabilitation. Jim Greer with WCCP will

complete the final Conference registration brochure for distribution via hard-copy and electronic media. CEUs will be made available for WC Adjusters, Attorneys, and Rehabilitation Case Managers. CEUs will include: CVE, CRC, CDMS, CCM, CLCP. **Mark your calendar!!**

SW IARP - District Seminar - November 2009 – Stetson Law School

The SW District of IARP-Florida held a Workshop at the Stetson College of Law in Tampa on November 6, 2009, for the third year. The day of presentations highlighted new developments in the field of Vocational Rehabilitation. The following two presentations were of particular interest to Florida Qualified Rehabilitation Providers (QRPs), Vocational Evaluators and Rehabilitation Case Managers:

Administrative Rule Suspension -> DWC-21 Electronic Submission:

Bill England spoke about the development of **Administrative Rule No. 6A-22.010** that would impact all Florida Qualified Rehabilitation Providers. He explained the review of the Administrative Rule implemented May 7, 2009, that would have required mandatory electronic submission of DWC-21s by all 1200+ Florida QRPs, TPAs and WC Insurance Carriers. The **Florida Small Business Regulatory Advisory Council (SBRAC)** was asked by IARP to review this Rule (**SBRAC: <http://floridasbrac.org>**). On September 3, 2009, they requested that the Department of Education (DOE) **“take no further action to enforce this rule.”** At their Council Hearing on October 23, 2009, they questioned the DOE Attorney and Bureau Chief regarding the statutory authority to request that QRPs submit hard-copy or electronic DWC-21s. Statutory authority could not be cited in 440.491 for submission of DWC-21s by QRPs. Secondly, the cost to QRPs, who are primarily small business owners, was considered unreasonable. On October 23, 2009, it was requested that the **Bureau of Rehabilitation & Reemployment Services (BRRS)** rewrite their rule to obtain case information from WC Insurance Carriers and not demand compliance with this rule by Florida QRPs. Individual cost estimates for clerical time, data entry, small business software revisions and new software creation ranged from initial costs of \$5,000 to \$20,000. These costs did not include the permanent double entry of invoice data into the BRRS created system. On October 26, 2009, the SBRAC issued their request to DOE that the agency **“delete any reference to reporting requirements of “providers” of Reemployment Services.”**

Judges of Compensation Claims -> Q & A With Qualified Rehabilitation Providers:

Three of our distinguished Tampa Bay Judges of Compensation Claims presented a panel discussion that involved considerable question and answer exchange with the audience. The Panel was moderated by John Orphanidis, MA, CRC, CVE, CCM. The Honorable Judge Mark Hofstad, Judge Ellen Lorenzen, and Judge Donna Remsnyder provided comment on JCC Orders that impact Rehabilitation. The Judges emphasized their Judicial responsibility to interpret the Florida Statute 440.491 as written by the Legislature. The inability of a Vocational Expert to provide both a **Reemployment Assessment** and **Reemployment Services {FS 440.491 (5) (d)}** involved an educational exchange with the audience. The second topic of interest was that of JCC Orders emphasizing the importance of **Vocational Capacity** as a factor in **Permanent Total Disability (PTD) Claims**. One important case addressing this issue was affirmed by the 1st District Court of Appeal **{Ferrell Gas v. Norman Childers, 1st DCA, 2008}**. The 1st DCA affirmed that the Injured Worker's **Physical Capacity** to perform Sedentary Work is not ‘the’ only factor. The 1st DCA emphasized that **Vocational Capacity** should be considered according to the pertinent language in **FS 440.15(1)(b)**. Vocational Evaluations and Reemployment Assessments will have very significant relevance in the determination of PTD when **Vocational Capacity** may preclude the Claimant's ability to return to work.

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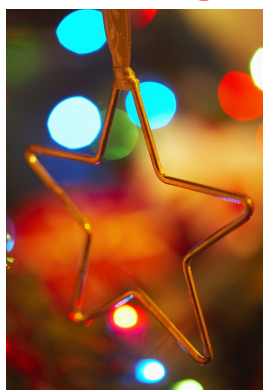
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England & Associates - Rehabilitation Services



England & Associates is centrally located in the city of St. Petersburg, Florida. We provide Vocational Evaluation Services, Reemployment Services, and Medical Case Management primarily in West Central Florida. We serve the entire State and provide out-of-state case services upon request from our referral sources.

Medical Case Management Services are provided within all venues. Our Nurse Case Manager has specialized professional expertise in TBI Case Management and Life Care Plans. She is a **Certified Life Care Planner**, who has provided Life Care Plans with medical cost projections ranging from several thousand to over four million dollars on WC and PI case work. Phyllis Rothman, RN, MS, CDMS, CCM, CLCP, is an experienced Medical Case Manager, who will **expedite return to work** for Clients when obtaining Job Descriptions, Work Capacity, Work Releases, and documentation of Functional Capacity Evaluations.

Rehabilitation Service Venues include: Florida Workers Compensation, Family Law, Auto Injury, Personal Injury, Longshore & Harbor Workers Act, Jones Act, Social Security, Florida and out-of state Workers' Compensation.

Our primary referral sources are Attorneys and Insurance Carriers. We have expanded to provide services through the Social Security Administration, Department of Vocational Rehabilitation (DVR), and the Bureau of Rehabilitation & Reemployment Services.

Vocational Rehabilitation Services are provided by four (4) **Certified Rehabilitation Counselors**, who manage case work in the most cost effective manner, concluding evaluations to provide Reemployment Assessments, Vocational Evaluations and Testing that will objectively document the Client's Reemployment status, Employability, and wage earning capacity.



**Best Wishes
for
Happy Holidays
and a Wonderful
New Year!**