

The California State University  
Office of the Chancellor  
401 Golden Shore  
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(562) 951-4411

Code: HR 2000-13

**Date:** July 24, 2000  
**To:** CSU Presidents  
**From:** Jackie R. McClain  
Vice Chancellor  
Human Resources



**Subject: DISABILITY MANAGEMENT TRAINING**

I am pleased to announce upcoming disability management training programs. This past year Human Resources, Risk Management and various campus human resources and disability management staff have been working with Milt Wright and Associates to develop disability management training programs for the university. Disability management programs are not new at the CSU. In fact, they have been in place for many years. This Disability Management Program (DMP) reintroduces the disability management process to the campus for refinement of existing programs and related training and provides a consistent campus procedure for transitional employment and return-to-work for employees with temporary disabilities. A DMP program overview is provided in Attachment A.

Since the DMP represents an ambitious and comprehensive approach to disability management, we previewed the training program with volunteer pilot campuses. Pilot campuses were Northridge, San Luis Obispo, Dominguez Hills, San Diego, Chico and Stanislaus. (The training program is structured in such a way that the disability management program can be customized for implementation at each campus.) Feedback from the pilot campuses was very positive and, as a result, Human Resources is announcing one-day northern and southern workshops to provide training to the remainder of the CSU campuses. The workshops will be from 9 a.m. to 5 p.m. and working lunches will be provided. See Attachment B for an agenda. Training dates and locations are:

**Monday, August 28**  
**Hilton Oakland Airport**  
One Hegenberger Road  
Oakland, CA 94621  
(510) 635-5000  
No charge for parking  
(Complimentary shuttle to Oakland  
airport every 15 minutes.)

**Thursday, August 31**  
**LAX Crowne Plaza**  
5985 West Century Blvd.  
Los Angeles, CA 90045-5463  
(310) 642-7500  
Parking: \$5/Self, \$7/Valet  
(Complimentary shuttle to LAX  
every 10-15 minutes.)

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**Distribution:**

**All with Attachments**

Chancellor  
Executive Vice Chancellor and CFO  
CO Risk Management  
Human Resources Directors

Vice Presidents, Administration  
Risk Managers  
Workers' Compensation Managers  
ADA Coordinators

The workshop is structured to provide for attendance of up to 3 persons per campus. **Those attending should be individuals who will be active members of your core campus disability management team, generally your human resources director, risk manager and workers' compensation coordinator.** We are requesting that your campus team be registered for training through your campus human resources director. Participants may register by calling systemwide benefits at 562-951-4411 by August 11, 2000. Registration confirmations will be sent to participants during the following week.

For your information, after the workshop, Milt Wright and Associates will follow-up with individual campuses to further refine disability management program much like they did with the "pilot" campuses.

If you have any questions, please contact Cathy Robinson, Senior Director of Human Resources Administration at (562) 951-4501 or Pam Chapin, Senior Manager of Benefits and Salary Administration at (562) 951-4414. Thank you.

This Human Resources letter is available on the Human Resources Administration's web page at: <http://www.calstate.edu/tier3/HR-Adm/memos.html>.

**ATTACHMENT A**

**CSU DISABILITY MANAGEMENT PROGRAM  
Goals/Procedures/Program Components**

**#1 Program Goal - Eliminate inappropriate loss.**

**Program Procedures**

- ✓ Establish communication between the local medical care provider and university to develop understanding of return-to work goals and procedures.
- ✓ Have the injured/ill employee's supervisor accompany the employee, when possible, to the first visit with the medical care provider. The supervisor will be able to provide information about the employee's job duties and the university's Disability Management Program to the medical care provider. If the supervisor cannot accompany the employee, it is recommended that telephone or other communication take place with the medical care provider to answer any questions the provider may have regarding the employee's duties and the university's return-to-work policies.

**Program Components**

- ✓ CSU Activity Analysis – This form provides information about basic duties and demands of the injured/ill employee's job.
- ✓ Communicating with the Medical Community – This step-by-step guide includes sample letters and instructions for establishing return-to-work procedures and communication between local medical care providers and the university.

**#2 Program Goal - Reduce the disability impact of psychological factors on the employee during the recovery process.**

**Program Procedures**

- ✓ Require supervisors to fill out the first report of work-related accident/illness within 24 hours after employee notification.
- ✓ Have supervisor fill out the Transitional Employment Referral form within 24 hours of notification that a medical care provider sent an occupationally injured/ill employee home to recover.
- ✓ Ensure the supervisor or university designee maintains communication with the injured/ill employee while he/she is at home recovering.

**Program Components**

- ✓ First Report of Work-Related Accident/Illness – The supervisor must complete this form within 24 hours of becoming aware of the work-related injury/illness.
- ✓ Transitional Employment Referral Form – The supervisor or authorized staff must fill out this form for all employees considered for Transitional Employment.
- ✓ Communications with the Injured/Ill employee – It is important to sustain ongoing positive communications between the university and its injured/ill employee during the recovery process.

**ATTACHMENT A**  
(continued)

**#3 Program Goal - Expedite the recovery process through meaningful, and when possible, therapeutic transitional employment assignments.**

***Program Procedures***

- ✓ Establish a transitional employment team at each university
- ✓ Train supervisors or designated personnel to refer injured/ill employees to the transitional employment team for development of a transitional employment assignment.
- ✓ Delegate authority to the transitional employment team to have responsibility and authority to develop transitional employment assignments for injured/ill employees.

***Program Components***

- ✓ Transitional Employment and Work as Therapy Guide – This step-by-step guide which contains meeting agendas, decision steps, transitional employment assignment designs and trouble shooting guides details how to select, establish and train the transitional employment team.
- ✓ Measuring and Rewarding Success – This guide details how the university can reward and create incentives for supervisors and departments to provide transitional employment assignments for injured/ill employees. It also contains administrative tools for short and long term measurements for overall program performance.

**#4 Program Goal – Increase the retention of employees who have permanent and long-lasting restrictions through Reasonable Accommodation and/or alternative placement. Expedite referrals of employees who cannot return to work with the University to appropriate resources.**

***Program Procedures***

- ✓ Instruct the transitional employment team to notify the appropriate university staff when the team becomes aware that an injured/ill employee is unlikely to return to his/her regular job because of a permanent or long lasting disability.

***Program Component***

- ✓ ADA and Reasonable Accommodation Guide – This guide provides information to help identify employees who have long lasting or permanent restrictions, which are likely to prevent them from returning to their regular jobs. It includes guidelines the university can use for developing reasonable accommodations for employees who are considered to be “Qualified Individuals with Disability” under the Americans with Disabilities Act.

**ATTACHMENT B**

**DRAFT AGENDA  
DISABILITY MANAGEMENT PROGRAM TRAINING SEMINAR  
MILT WRIGHT AND ASSOCIATES  
9 a.m. to 5 p.m.**

Monday, August 28  
Hilton Oakland Airport

Thursday, August 31  
LAX Crowne Plaza

- DISABILITY MANAGEMENT: AN HR & RISK MANAGEMENT PERSPECTIVE
- WHAT IS A DISABILITY MANAGEMENT PROGRAM?
- CSU DISABILITY MANAGEMENT PROGRAM
- DISABILITY MANAGEMENT PROGRAM ADVANTAGES
- DISABILITY MANAGEMENT CHALLENGES
- DISABILITY MANAGEMENT PROGRAM GOALS
- ROLES AND RESPONSIBILITIES
- CAMPUS PROGRAM CUSTOMIZATION AND IMPLEMENTATION
- DISABILITY MANAGEMENT PROGRAM COMPONENTS
  - Communicating with the Medical Community
  - CSU Activity Analysis
  - Timely Reporting of Injuries
  - Communicating with the Injured/Ill Employees
  - Transitional Employment and Work as Therapy
  - Measuring and Rewarding Success
  - The ADA and Reasonable Accommodation
  - Supervisor Training
  - Employee Training.
- YOUR CAMPUS AND DISABILITY MANAGEMENT