2022 NASPE AWARDs
Advancing the HR Profession Award

Nominations from dues-paying states are considered for eligibility. Nominated leaders and programs should have a positive effect on the administration of state human resource programs. A state's central human resource department or line agency human resource operations may administer nominated programs.

Programs and projects must have been operational for at least six months and must be transferable to other states. Selection criteria are based on the questions asked on the award application. Included in this packet are the specific criteria for each award and their categories. Nominations are encouraged in all areas of human resource management administration.

NOMINATION INFORMATION

Title of Nomination: OSHR Qualified Workers' Compensation Professionals Program   State: NC

Contact Person: Scarlette Gardner

Contact's Title: Manager, Safety, Health and Workers' Compensation

Agency: NC Office of State Human Resources

Mailing Address: 116 W. Jones Street, Raleigh, NC 27603

Telephone: 984-236-0848

E-mail: Scarlette.Gardner@nc.gov

NOMINATOR INFORMATION

Nominator: Glenda Farrell   Title: Chief Deputy Director

State: NC   Agency: NC Office of State Human Resources

Telephone: 984-236-0818

E-mail: Glenda.Farrell@nc.gov

2022 NASPE AWARDs
Advancing the HR Profession Award

DETAILS

Feel free to include links to websites as part of your nomination.

1. Please provide a brief description of this program.

The OSHR Qualified Workers' Compensation Professionals (QWCP) program was developed to provide critical training to state employees involved in Workers Compensation claim handling process. Providing the course modules as a certification program that covered all aspects of Workers' Compensation (WC) needed by agency workers' compensation professionals and agency safety professionals was also a way to incentivize and recognize an employee's completion of all Workers' Compensation and Safety training modules.

Employees in any agency/university in North Carolina may obtain recognition as a Qualified Workers' Compensation Professional (QWCP). The Qualified Workers' Compensation Professional (QWCP) designation requires that an employee successfully complete all 15 WC training modules. Each audio/video module is approximately 10-35 minutes in length and includes knowledge quizzes that require a passing score of 80%. Individuals with minimal or many years of experience with handling workers' compensation claim-related matters will benefit from this program.

The respective roles and responsibilities of the employee, employer, third party-administrator and other vendors, and Attorney General's office, as applicable, in workers' compensation claim handling are addressed in detail.

Newly certified QWCPs receive an electronic certificate and letter from OSHR including instructions for annual certification renewal. QWCPs will also be announced in Workers' Compensation Tip emails and recognized on the Safety, Health, and Workers' Compensation Division CompWorld SharePoint site. This designation may be renewed annually by participation in an OSHR webinar that will include any updates on law and claim handling procedures.

Link to our OSHR Qualified Workers' Compensation Professional Program brochure:
https://oshr.nc.gov/media/4019/open

2. How long has this program or effort been operational?

The program was launched on June 28, 2021.

3. Why was this program/effort created?

This program was created to advance the profession of the network of HR professionals involved in the workers' compensation (WC) claim handling process. This includes agency/university WC primary contacts and safety professionals that are regularly involved in WC claims. The program provides training opportunities and communications that meet the needs of hybrid work communities.

ALL SUBMISSIONS MUST:
• Meet all eligibility requirements • Meet deadline requirements
• Include a complete nomination packet • Conform to all copyright laws

The 15 modules include: A Primer in Workers' Compensation Terms and Definitions; Forms Used in Workers' Compensation Claims; Roles and Responsibilities in Workers' Compensation Claims, Initial Injury Reporting and Incident Investigation; Claim Compensability; Communications in State Workers' Compensation Claims; MMI, Return to Work and Medical Treatment; FCEs, Work Conditioning and Vocational Rehabilitation; Functional Job Descriptions; Return to Work; Claim Closing and Settlement Strategies; Salary Continuation; Life Cycle of a Litigated Claim; Medicare Set-Asides; and Rules 605 Discovery and 607 Requests.

4.   What are the costs of this program/effort?

The program was developed by the NC OSHR's Workers' Compensation team who created the training content. To ensure that the program did not create any litigation issues, we actively collaborated with the attorneys who handle Workers Compensation claims at the Attorney General's Office. The training is housed on our Learning Management System, which can be accessed by employees who are part of our HR/Payroll System. We are charged $10 for each user license for participants that are not part of our HR/Payroll System, and we have set aside $1,000 to cover these anticipated expenses.

5.   How is this program/effort funded?

 There is no budget line for maintaining this program; however, costs associated with adding non-HR/Payroll System users is currently covered by OSHR.

6.   How do you measure the success of this program/effort?

This Qualified Workers' Compensation Professionals Program has been well received by state employees in agencies/universities interested in obtaining certification and understanding more about Workers' Compensation, in general. Since the launch in late June 2021, 304 people from 34 agencies have completed at least one module. There have been 1669 modules completed. Seventy-five people have successfully completed all 15 modules and been presented certificates.

Breaking the modules into 15 workers' compensation topics has allowed users to select the topics that may be relevant to their job functions, rather than only being allowed to participate if they intend to complete the entire certification program. Someone who takes part in investigation of injuries would benefit from Initial Injury Reporting & Incident Investigation and Functional Job Descriptions and some other modules but likely has no need to know the information contained in Medicare Set-Aside or Claim Closing and Settlement Strategies. We anticipate that over the course of the next several years this training could well be utilized gradually by likely around 400 persons or more statewide.

We continue to receive positive response to the training. The training is available where employees need it, when they need it. We have seen some people who have just begun handling workers' compensation matters take the training right away to gain as much knowledge as they can from the beginning. Another benefit is that the modules are available if someone needs to go back and refresh their knowledge on a particular topic.

Below is one example of positive feedback received from an agency employee on January 11, 2022: "I would like to mention that I found this training to be most helpful and of high quality. The speed at which it was delivered, the relativity of the questions and the straightforwardness of this training were excellent. I have taken a lot of training through the State and this was by far one of the best! Thank you to those who spent the time to prepare this professional and informative training."

ALL SUBMISSIONS MUST:

• Meet all eligibility requirements • Meet deadline requirements

7.   How has the program/effort changed since its inception?

The program has not yet changed since it was rolled out 10 months ago.