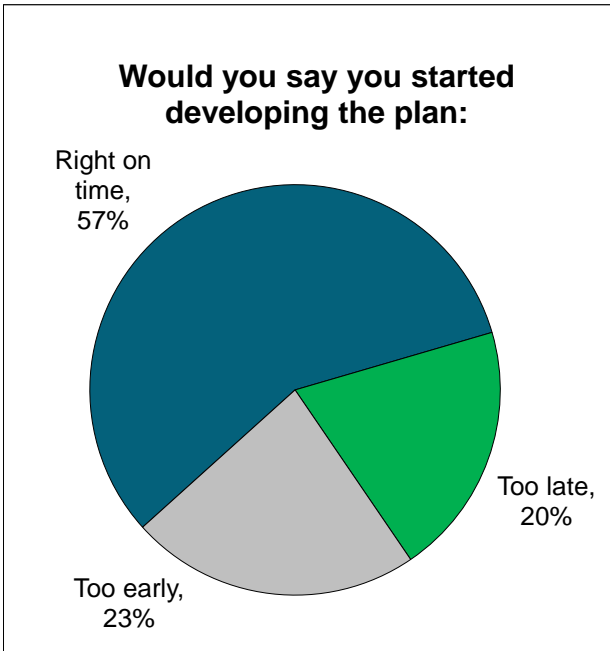


Highlights from Workers' Experience with WT Plan Development & Approval and Assessment Services - Q4 2017

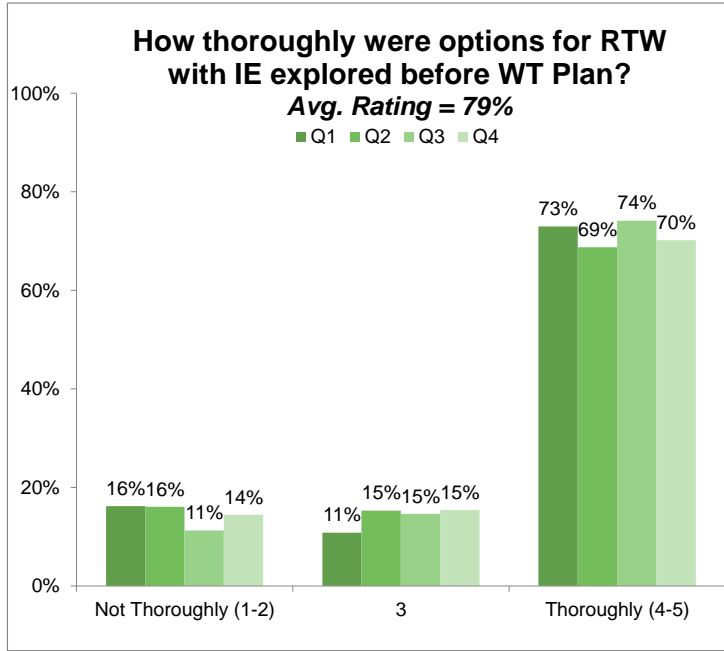
Survey Methodology and Sample

This survey gathered feedback from workers who had a recent experience with the plan development and approval process. A total of 112 workers completed surveys between October 2nd & December 14th 2017, resulting in a completion rate of 57%.

Timing of Plan Development:

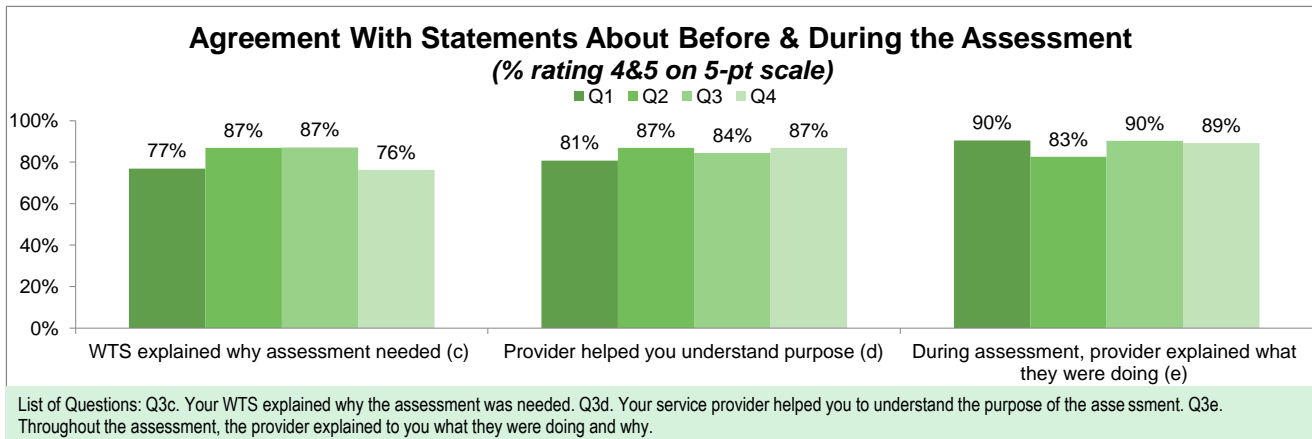


Explored Options with Injury Employer Prior to WT Plan:

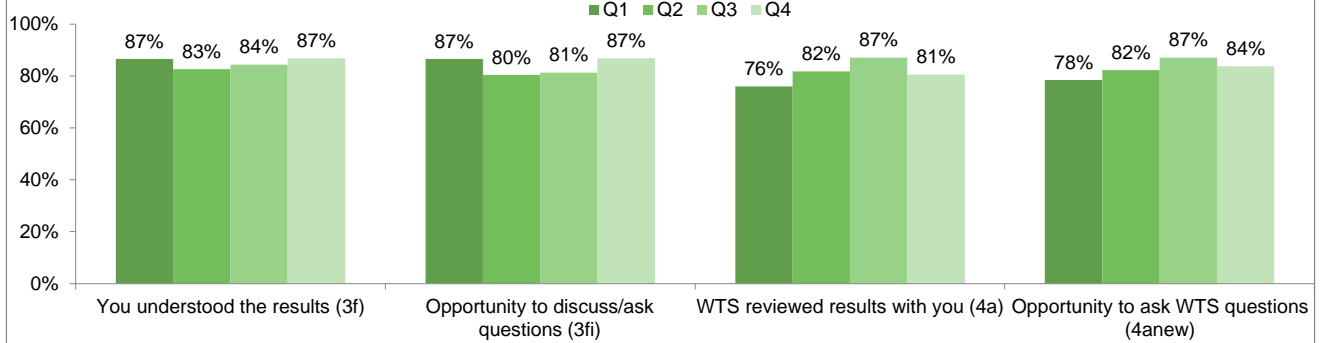


Assessment Services:

A total of 32 workers responded to the following questions as they had received a Vocational/Psycho-Vocational Assessment as part of their WT Plan Development Process.

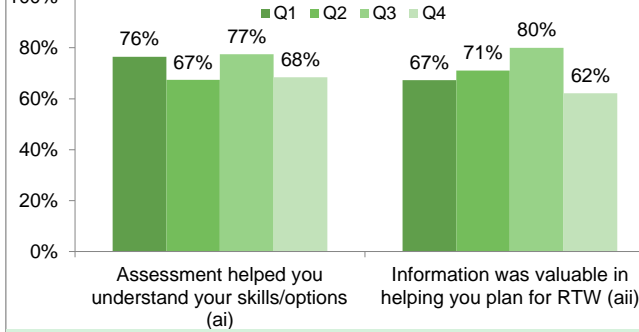


Agreement With Statements About Results & Followup of Assessment (% rating 4&5 on 5-pt scale)



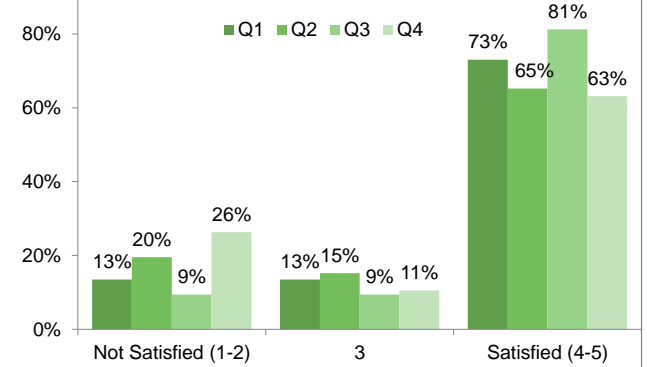
List of Questions: Q3f. You understood the results from the assessment. Q3fi. You were given an opportunity to discuss concerns and ask questions about the results. Q4a. Together, you and your WTS reviewed the results of the vocational assessment. Q4a_new. You had the opportunity to ask your WTS questions about the assessment.

Helpfulness of Assessments (% rating 4&5 on 5-pt scale)

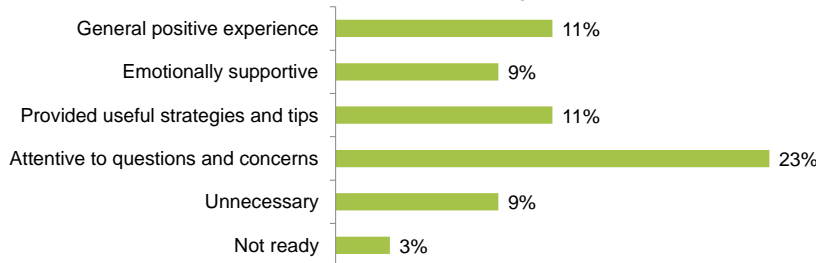


List of Questions: Q4ai. The assessment helped you better understand your skills and employment potential. Q4aii. The information you learned about your skills and employment potential was valuable in helping you plan for your return to work.

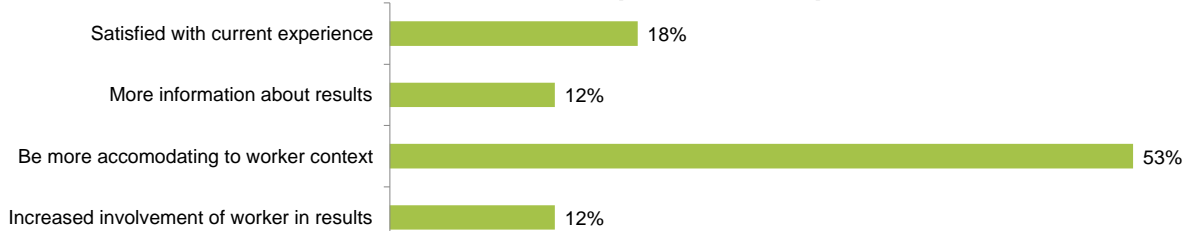
Overall Satisfaction with Assessment Process Avg. Rating: 74%



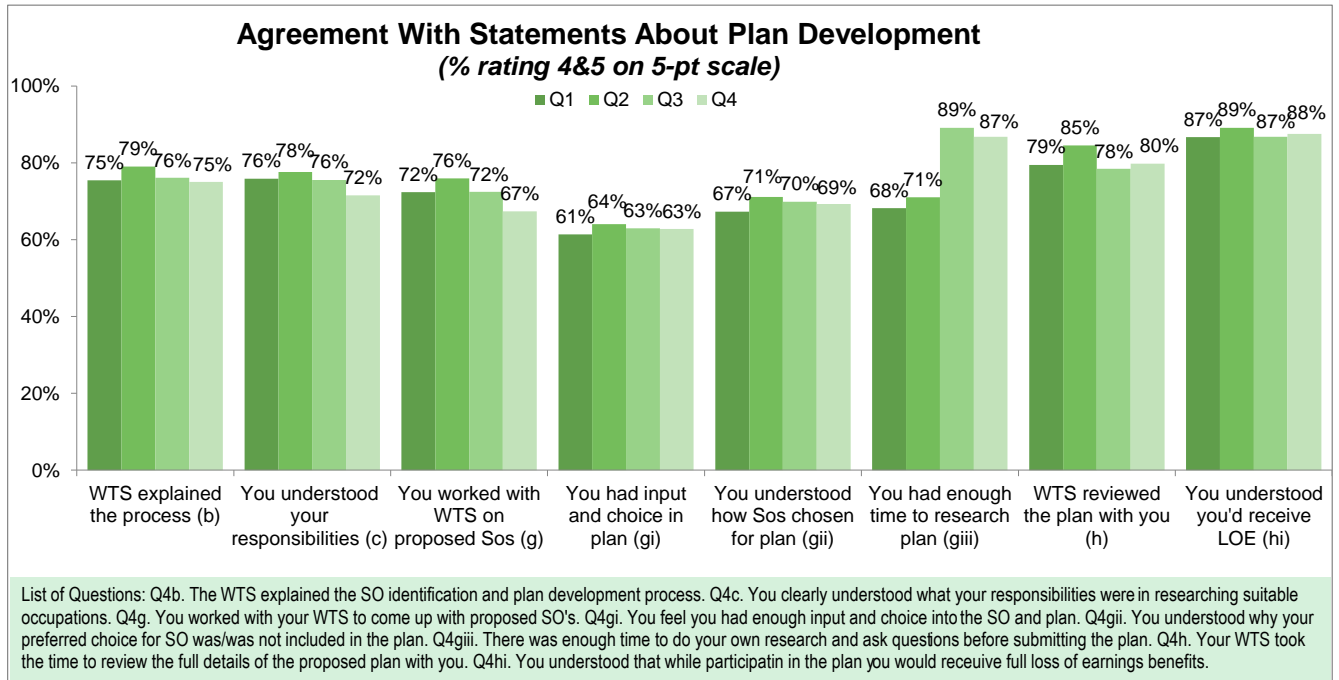
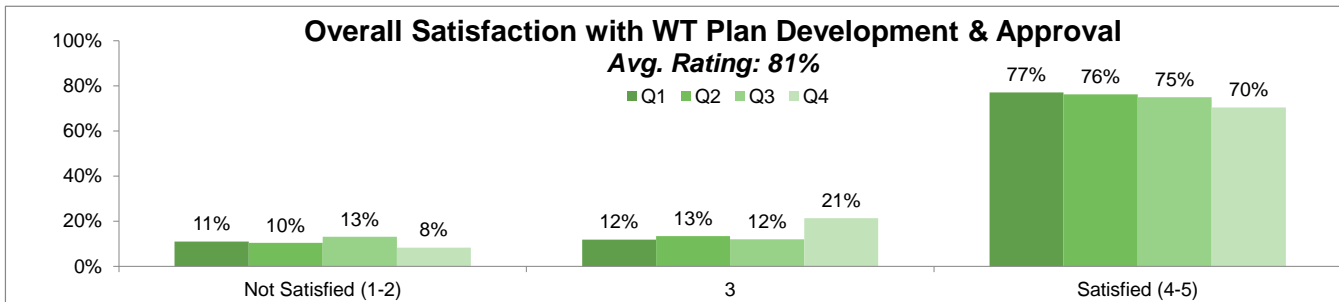
Why did you rate your satisfaction with the overall assessment process this way?



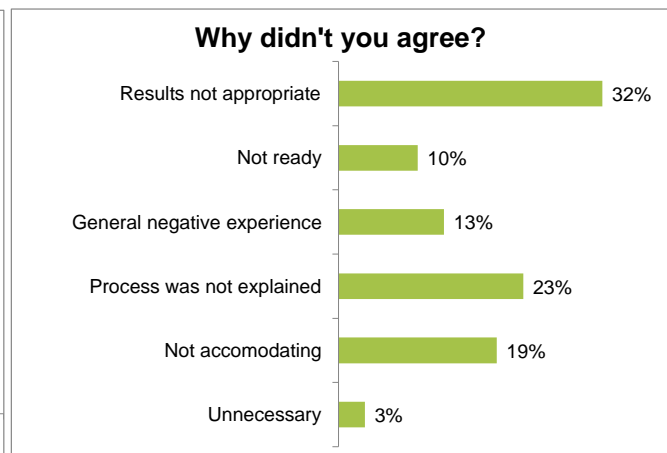
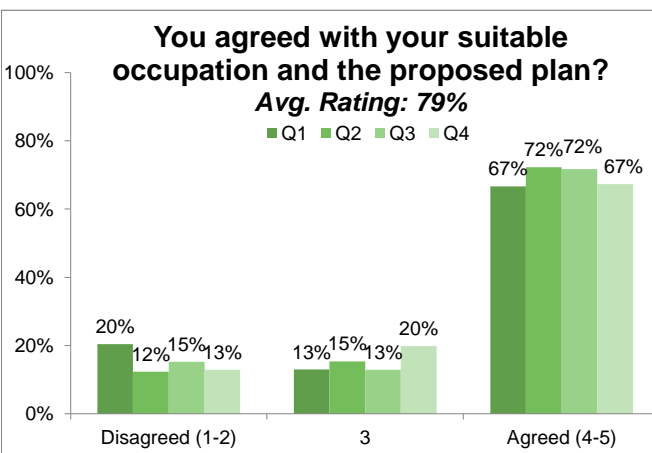
How could the assessment process be improved?



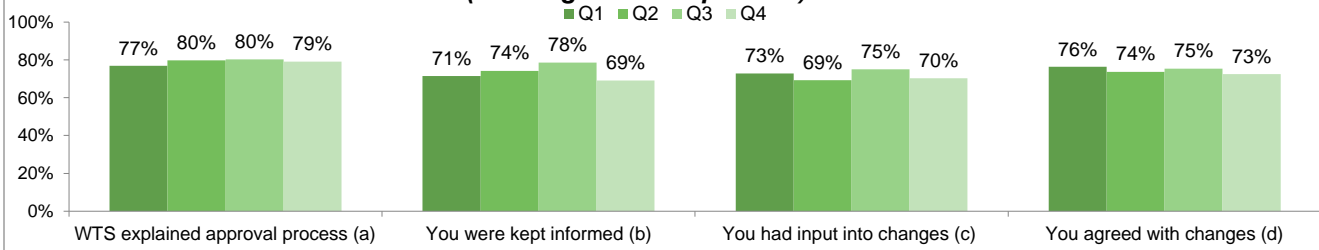
WT Plan Development:



Plan Review & Approval:



Agreement With Statements About Plan Approval (% rating 4&5 on 5-pt scale)



List of Questions: Q9a. The WTS explained the plan approval process. Q9b. You were kept informed as the plan was being approved. Q9c. Your input was considered when making changes or amendments to the plan. Q9d. Overall, you agreed with changes and amendments to the plan.

Perceived Value of WT Process:

What have you valued most in this process?



Suggested Improvements to Assessments and WT Process:

How could the WT process be improved?

