

Joe Lombardo
Governor



Richard Whitley
Director

State of Nevada Department of Health and Human Services

The Recovery Friendly Workplace Initiative

Division of Welfare and Supportive Services

Kim Riggs



1/25/2023

Helping people. It's who we are and what we do.



Agenda

1. Recovery Friendly Workplace
2. Example Service Model
3. Flow Chart
4. RFW Matters
5. Cost and Impact of SUD
6. DWSS RFW Unit
7. What is Recovery?
8. How to Contact the RFW Unit



[An Initiative of Foundation for Recovery](#)

Click above to play





1. FFR Care Coordinators

First point of entry for all participants. Performs the initial intake and needs assessment.

A. External referral; or
B. Program enrollment and Peer Supportive Specialist (PSS) assignment

Follow-ups on all referrals.

2. Peer Support Specialist

A. Full intake and program enrollment

- Recovery Planning
- Schedule selection

B. Referral follow-ups/ Accountability partner

- Goal tracking, motivation, coaching sessions
- Facilitates recovery groups & pro-social events and activities

4. Workforce Service Representative

- Coordinates services and referrals to utilize eligible benefits based on goals identified by the participant via recovery planning.
- Facilitates mandatory occupational life skills classes

3. DWSS Targeted Outreach Program Eligibility Specialist

- Determines eligibility for benefits.
- Utilizes an “Office in a Box” module to mobilize eligibility services.
- Direct referrals to WSR staff

Example process and service integration model

How FFR aims to utilize these unique roles to support our peers.

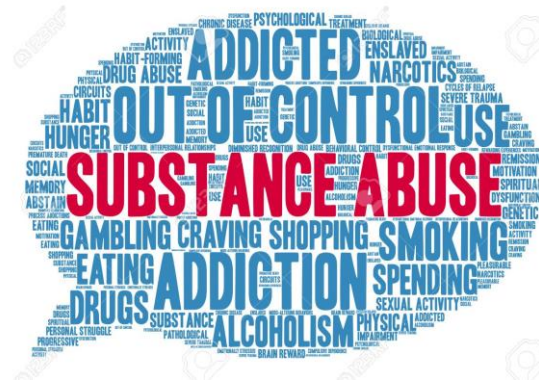
Why does the Recovery Friendly Workplace Matter?


75% of individuals who use illicit drugs and alcohol are employed
Substance misuse costs Nevada **\$6.8 billion** annually

- Majority of these costs are incurred by businesses

Substance Use Disorders (SUDs) have a **direct impact** on the workforce:

- Reduction in the labor force
- Absenteeism
- Decreased productivity
- Turnover





The Real Cost of Substance Use to Employers

The National Safety Council has collaborated with an independent research institution, **NORC at the University of Chicago**, to update "The Real Cost of Substance Use to Employers" tool, originally developed in 2017 with national nonprofit Shatterproof. This cost calculator is an authoritative, easy-to-use tool providing business leaders with specific information about the cost of substance use (including prescription drug use and misuse, alcohol use and misuse, opioid and heroin addiction, as well as use of other illicit drugs and cannabis) in their workplace based on size of employee base, industry and state.

[Use the Calculator](#)





This report combines the latest research on employment costs with data from the National Survey on Drug Use and Health (NSDUH) to calculate how much substance use in your workforce costs your company annually, and the savings associated with workers who receive treatment and recover from their addictions.

TOTAL COST:\$2,076,062



Lost Time

COST:

\$555,046



Job Turnover & Re-training

COST:

\$802,009



Health Care

COST:

\$719,007



RECOVERY IS GOOD FOR BUSINESS

Substance misuse and substance use disorders (SUDs) can be an expensive problem for employers. However, providing resources to assist workers with their SUD can be a very good investment.

Workers in recovery
help employers **AVOID**
\$4,088
in turnover & replacement costs

Workers in recovery miss
13.7 days
LESS
per year
than workers with an SUD

Each employee who recovers
from a substance use disorder
SAVES
a company over
\$8,500
on average

[Learn Why](#)

What is the Impact?

The leading side effects that a SUD has on a person's employment:

Note: These are not limited only to a person that drinks on the job.

- Tardiness
- Fatigue
- Poor customer relations
- Decreased employee morale
- Increased sick leave as a person suffers from hangovers or withdrawal
- Increased rate of on-the-job injury or accidents for either the individual or those around them
- Greater chance of fatality, for both themselves and those around them
- Decreased production and greater inefficiency
- Impaired decision making, cutting corners, and lower quality of work
- Difficulty staying on task or performing the duties and responsibilities of their position
- Theft (a person might steal in order to make money to fuel their addiction)
- Problems between coworkers and their peers and supervisors
- Increased rate of turnover



Benefits of Becoming a Recovery Friendly Workplace

- ✓ Increase **employee retention** and **productivity**
- ✓ Improve **morale**
- ✓ Retain a **healthier, more productive**, and **more motivated** workforce
- ✓ Send a **strong, positive message** to current and potential employees and customers
- ✓ Increase **customer loyalty**
- ✓ Promote **community connection**
- ✓ Decrease **absenteeism** and **turnover**
- ✓ Lower **impact on families**
- ✓ Become **part of the solution**





DWSS RFW Unit FAQs

- It is a statewide unit
 - The Manager and Supervisor are located in Central Office
 - The WSRs are located in Reno and Las Vegas (working to hire staff in Carson City and Elko)
 - The unit currently serves TANF customers but is working to expand to serve all DWSS customers

We love what we do!





Meet RFW WSR: Iman

<https://www.ktnv.com/news/help-for-southern-nevada-veterans>

What do RFW WSRs Do?



What is the job of the RFW WSR?

The RFW WSR works with local organizations and community partners to help serve DWSS customers. Our team helps customers find employment and remove **ANY** barrier that could keep them from employment.

When a customer sets long-term goals, the WSR will help guide them with finding resources that can assist them in reaching those goals, once they no longer are receiving services from DWSS.

The WSR helps our customers achieve their short and/or long-term goals.



How does the WSR assist an organization or partner?

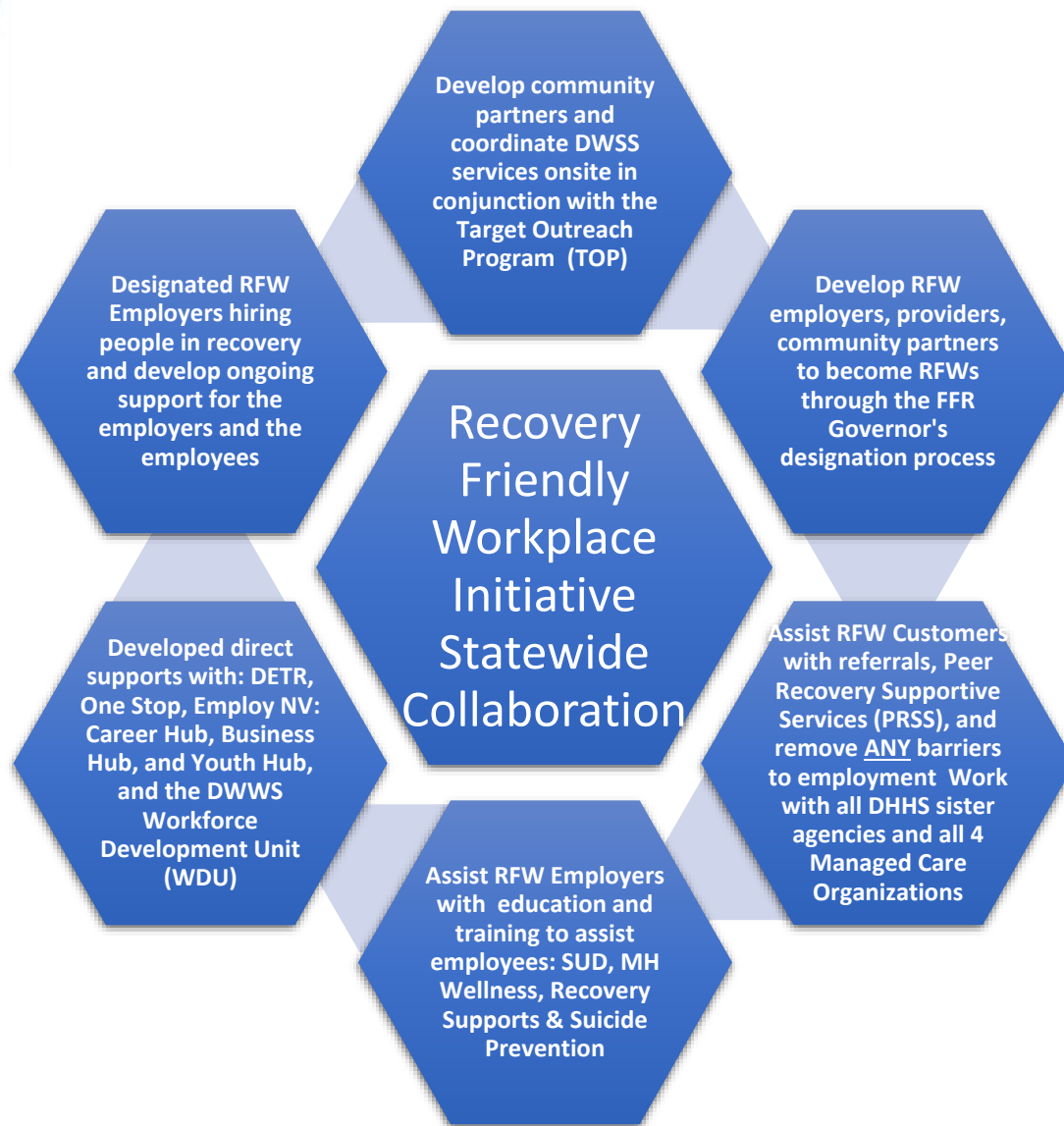
We work with our partners and community organizations to determine how our WSRs can serve our customers on or off site.

The RFW unit works closely with the DWSS Target Outreach Program (TOP) to work together to serve our customers.

The WSRs assist with providing additional and complementary supports to our customers.



The Recovery-Friendly Workplace



Corridor of Recovery Route

Schedule

Every Tuesday: One-Stop Comprehensive Center

Every other Wednesday: CSN Library West Charleston Campus

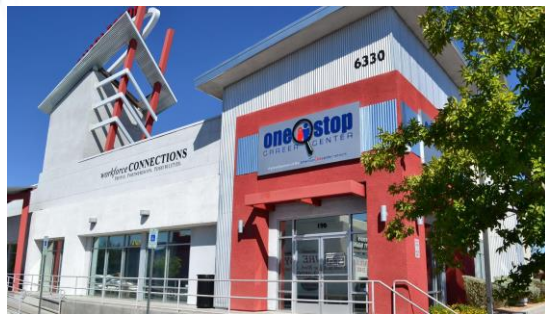
Time spent at locations: 90 minutes

Transport vehicle: CrossRoadsTreatment Center Company Van





CORRIDOR OF RECOVERY WEST CHARLESTON MODEL



Consists of Five Stops:

- Stop 1: Crossroads of Southern Nevada
 - Stop 2: Foundation for Recovery
- Stop 3: Restaurant Hospitality Institute (RHI)
- Stop 4: One-Stop Comprehensive Center
 - Stop 5: CSN Library-West Charleston
 - Total Distance: 3.8 miles
 - Stops 3 & 4 Same Location

Workforce Goals

- Introduction to One-Stop and CSN Library
- Pre-Assessment questionnaire
- Create or update the EmployNV profile
- Resume Building
- Job Search Assistance
- Training Opportunities
- Vocational Rehabilitation
- Library Card
- 300+ Self-Paced Online Training/Certifications
- Job Fairs/Hiring Events
- Community & Educational Resources
- Self-Esteem Boosting
- Tutoring Assistance



What is recovery?

"Recovery is a process of change through which people improve their health and wellness, live self-directed lives, and strive to reach their full potential." (SAMHSA, 2012)



RFW Team Contact Information



Who will the direct point of contact be for any thing related to the DWSS RFW?

Please contact any of the staff by emailing your client's initials, UPI number, and a brief explanation of the services needed.

E: kriggs@dwss.nv.gov T: 775-684-0557



DWSS RFW UNIT
Northern & Southern Contact Information

RFW Supervisor, Michael Hollingsworth

E: mhollingsworth@dwss.nv.gov

T: 775-0626

Northern/Reno Area DWSS WSR:

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Southern Nevada DWSS WSRs:

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Questions?



Contact Information

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Acronyms

- RFW- Recovery Friendly Workplace
- WSR- Workforce Services Representative