

Maximizing Workforce Partnerships: How Vocational Rehabilitation Can Be a Valued Partner in Your RETAIN Initiative



August 27, 2019

RETAIN

Retaining Employment and Talent
After Injury/Illness Network

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Today's Webinar

- Submit questions in the Chat box at any time during the webinar.
- Use for both content questions and requests for technical assistance.
- Attendees will be unmuted occasionally to interact verbally.

Raise your hand if you have a question.



Welcome

RETAIN | Retaining Employment and Talent After
Injury/Illness Network

About RETAIN

- Retaining Employment and Talent After Injury/Illness Network (RETAIN)
- Joint initiative led by the U.S. Department of Labor (DOL), Office of Disability Employment Policy (ODEP), and funded by ODEP, DOL's Employment and Training Administration, and the Social Security Administration
- RETAIN technical assistance funded by ODEP and housed at the American Institutes for Research
- Focused on building state capacity in stay-at-work (SAW)/return-to-work (RTW) strategies across eight states
- Exploration of ways to help people who become ill or injured during their working years remain in the labor force

Disclaimer

The views expressed in this webinar are those of the presenters and moderators and do not necessarily represent the views of the International Association of Industrial Accident Boards and Commissions or the National Institute for Occupational Safety and Health.

Overview

Today's panelists will highlight and provide information on the following:

- How to partner with Vocational Rehabilitation (VR)?
- Vocational Rehabilitation's Criteria and Processes
- Vocational Rehabilitation's Job Retention Services
- Alabama's Job Retention Program: RAVE (Retaining A Valued Employee)
RAVE data and Case Study

Learning Objectives

- Gain a better understanding of the VR program
- Understand how order of selection affects VR's ability to provide job retention services
- Learn key concepts of one state's successful job retention program
- Focus on ways the States can maximize VR partnerships

Meet Today's Presenters



Leslie Dawson, MA, CRC, NCC

*State Administrator, Business
Relations Program*

*Alabama Department of
Rehabilitation Services*



David Leon

*Deputy Director,
Workforce Programs*

*Virginia Department for Aging and
Rehabilitative Services*

Vocational Rehabilitation

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Poll Questions

How would you rate collaboration with your state's VR program?

1. Very effective
2. Moderately effective
3. Slightly effective
4. Not working at all
5. Unsure



State Vocational Rehabilitation Agencies

- Vocational Rehabilitation (VR) is a program that helps people who have physical or mental disabilities get or keep jobs.
 - General
 - Blind (agencies that specifically serve individuals with vision impairment)
 - Combined (agencies that serve all disability categories)
- VR is Title IV of WIOA
- VR is state and federally funded



Eligibility Criteria for VR Services

Application and Eligibility

- Must have a physical, mental, or emotional disability.
- The disability keeps the individual from working.
- Must want to work.
- VR certifies that there is a good chance that our services will result in employment.

Order of Selection

**When a state VR agency does not have the funds to serve all eligible applicants
It must serve those with the most significant disabilities first.**

- Determinations made prior to each new Fiscal year
- Must be included in the state plan
- Must be statewide
- Categories may be open and closed as needed as long as the order is followed.

Definition of an individual with a significant disability includes;

- Severe physical or mental impairment
- Serious limitations in one or more functional capacities in terms of an employment outcome
- Requires multiple vocational rehabilitation services over an extended period of time

**Definition of an individual with a most significant disability is defined by each state
vocational rehabilitation agency**

Order of Selection in RETAIN States

	Agency type	In order of selection?	State plan allows job retention services
California	Combined	Yes	No
Connecticut	General	Yes	No
Connecticut	Blind	No	NA
Kansas	Combined	Yes	Yes
Kentucky	Combined	Yes	No
Minnesota	General	Yes	No
Minnesota	Blind	Yes	Yes
Ohio	Combined	Yes	NA
Vermont	General	Yes	Yes
Vermont	Blind	No	NA
Washington	General	Yes	Yes
Washington	Blind	Yes	Yes



What do states do if the VR portion of the state plan does not allow the provision of job retention services?

- Discuss why VR is not providing Job Retention Services outside of order of selection.
- Work with State VR Leadership to add this component to the 2020 state plan.
- Explore opportunities to use VR consumers as a referral source for RETAIN services

Services Offered by VR

- Physical and mental restoration
- Assistive technology
- Home, vehicle, and/or worksite modifications
- Vocational evaluation/career exploration
- Vocational training
- Job placement assistance
- Situational assessments in the workplace
- Job development/job coaching

Physical Restoration

VR can approve/provide services for assessment and therapeutic treatment that is likely, within a reasonable period of time, to correct or substantially modify a stable or slowly progressive physical or mental impairment that constitutes a substantial impediment to employment.

Physical Restoration Services

- Physical therapy
- Occupational therapy
- Speech/cognitive therapy
- Nursing services
- Podiatry
- Dentistry
- Treatment of either acute or chronic medical complications that are inherent in the condition under treatment
- Mental health services
- Medications and supplies



Continuum of Care for Clients in Early Recovery

- Onset of injury/illness (TBI, SCI, CVA, neurological disorders, etc.)
 - Acute hospitalization
 - Acute rehabilitation (ideally initiate VR services)
 - Return home; during that time, Home Health or Out Patient services
-
- **Postacute medical therapy services** (comprehensive rehabilitation facility or home community)
 - **Vocational Rehabilitation**
 - **Return-to-work services**



Assistive Technology

- Tools for dressing and hygiene
- Adaptive equipment for household chores
- Prosthetic and orthotic devices
- Eyeglasses and visual services
- Mobility equipment
- Computer hardware and software
- Ergonomic worksite accommodations
- Vehicle modifications

Employer-focused VR Services

- Recruitment/pipelining prescreened talent to their organization
- Understanding of organizational culture, in addition to the “hard” skills needed for advertised positions
- Disability awareness/etiquette training
- Assistive technology in the workplace
- Employer incentives, tax incentives, and credits
- Prequalified screened candidates
- Tax incentives
- Unpaid or paid work experience
- On-the-job training
- Work Opportunity Tax Credit (WOTC)
- Scheduling a hiring
- Employee retention—job accommodations and assistive technology
- Scheduling recruiting events for businesses to meet our candidates

Poll question - Which best describes the job retention services provided by your state's VR agency?

- a) Our state VR agency has a structured process for providing job retention services.
- b) Our state VR agency provides job retention services but not in a structured manner.
- c) Our state VR agency does not provide job retention services.
- d) I don't know if/how our state VR agency provides job retention services.



Alabama's RAVE Program



RAVE stands for Retaining A Valued Employee

- Created in response to the needs of business
- Created in collaboration with business
- RAVE services are provided to an employee whose
 - job is in jeopardy;
 - job performance is affected; and
 - promotional opportunities

are affected by a physical, cognitive, or emotional condition

RAVE's Key Components

- Recognizing the employer as a customer
- Rapid response
- Teamwork approach—must include all stakeholders in the solution, especially the employer and employee
- Coordination of resources and information to facilitate return to work





Alabama's "Disability Management" Team

- Business relations consultant
 - Knowledgeable about business culture, employment laws, and the third-party provider processes
- Vocational rehabilitation counselor
 - Knowledgeable about the medical aspects of disability,
 - psychosocial aspects of disability, and community resources
- Rehabilitation engineer
 - Knowledgeable about assistive technology, mechanical/industrial engineering, accommodation resources, and so forth



RAVE Services Provided to Employees

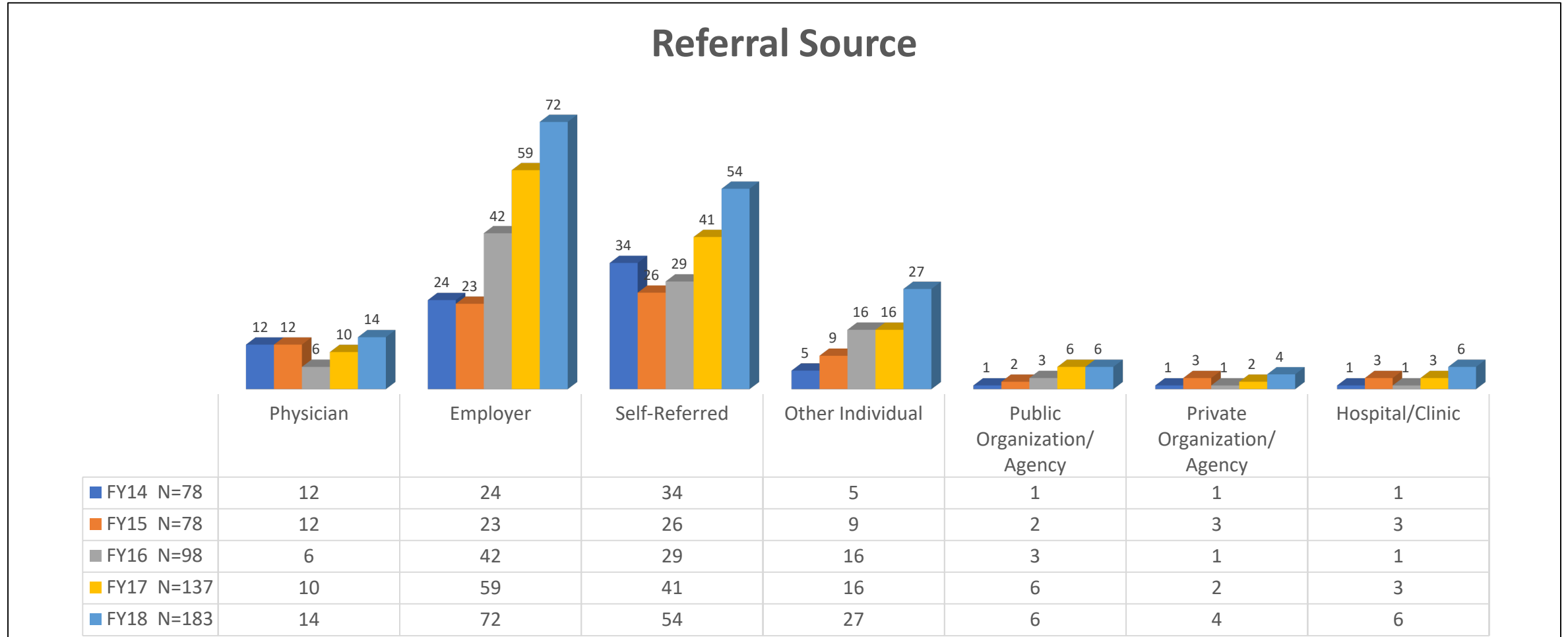
- Counseling, guidance and education on medical and emotional issues
- Evaluation by rehabilitation engineer
- Accommodations and/or job-site modifications
- On-site job coaching/training
- Job follow-up services
- Transitional employment services
- Alternative job placement
- Promotion/advancement opportunities



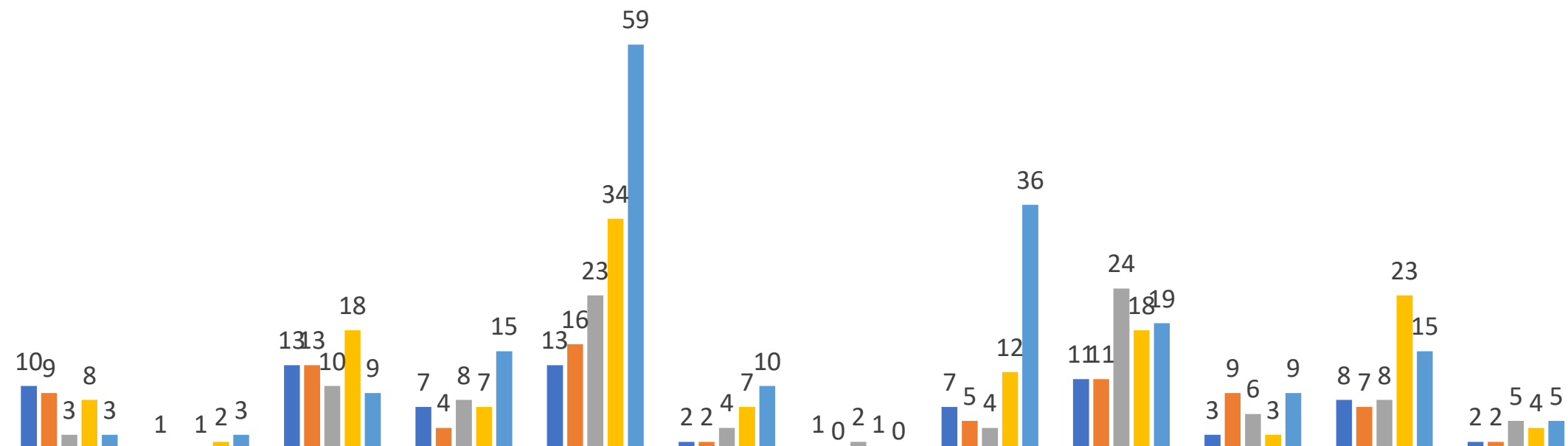
RAVE Services Provided to the Employer

- Coordination of services and medical information
- Accommodation evaluation and identification
- Assistance with securing needed accommodations
- Modified duty and/or transitional RTW plans
- Follow-up services

Outcomes From Alabama's RAVE Program



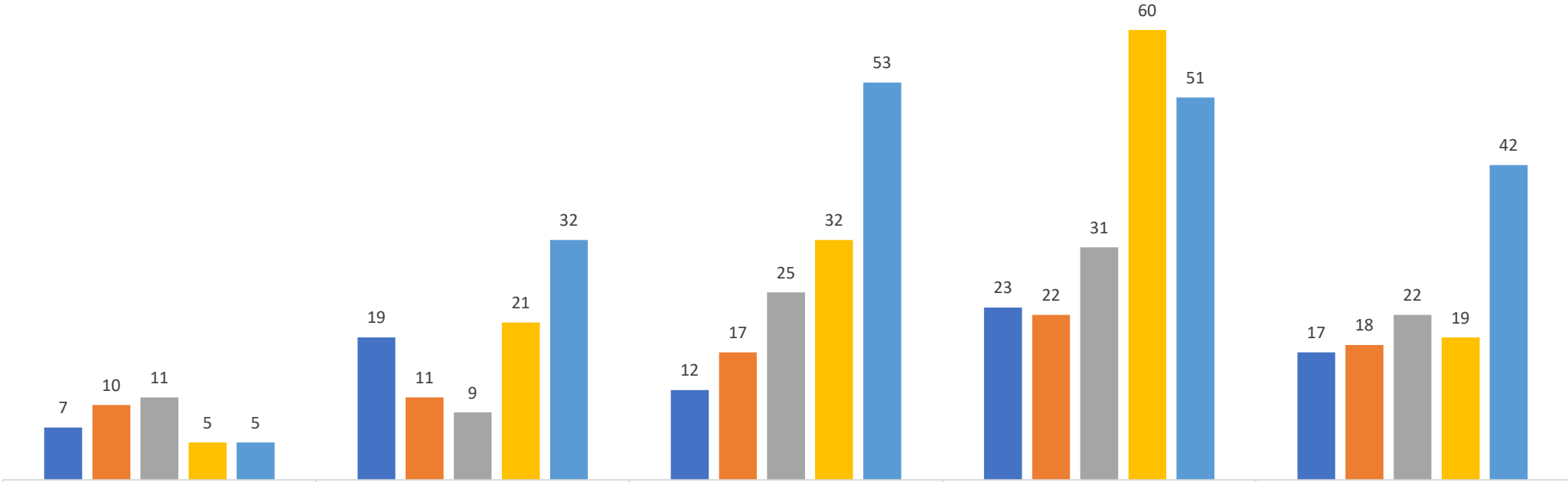
Disability Type



	Legal Blindness	Complete Blindness	Visual Impairment	Cognitive	Hearing Loss	Deafness	Deaf-Blindness	Fatigue/Weakness/Pain	Range of Motion/Orthopedic	Neurological/Orthopedic	Mobility/Orthopedic	Mental Illness
■ FY14 N=78	10	1	13	7	13	2	1	7	11	3	8	2
■ FY15 N=78	9		13	4	16	2	0	5	11	9	7	2
■ FY16 N=98	3	1	10	8	23	4	2	4	24	6	8	5
■ FY17 N=137	8	2	18	7	34	7	1	12	18	3	23	4
■ FY18 N=183	3	3	9	15	59	10	0	36	19	9	15	5



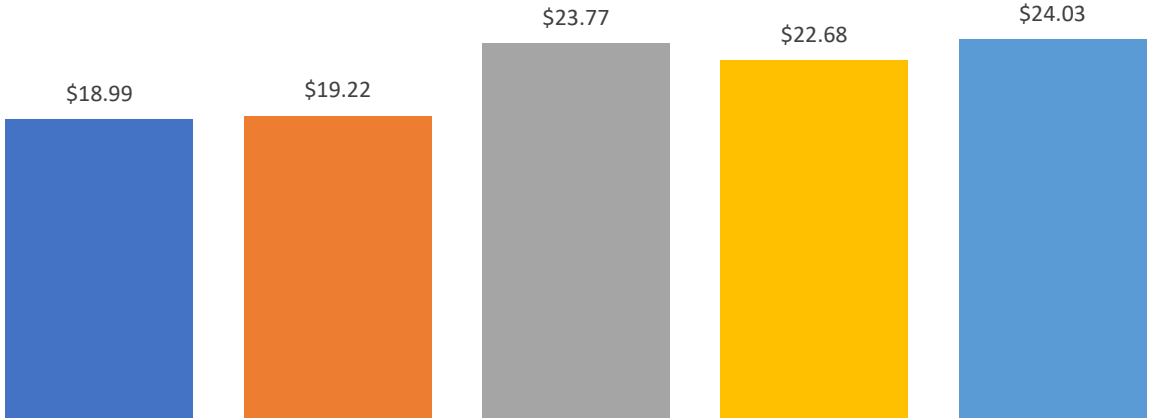
Consumer Age Range



	20-29	30-39	40-49	50-59	60+
FY14 N=78	7	19	12	23	17
FY15 N=78	10	11	17	22	18
FY16 N=98	11	9	25	31	22
FY17 N=137	5	21	32	60	19
FY18 N=183	5	32	53	51	42



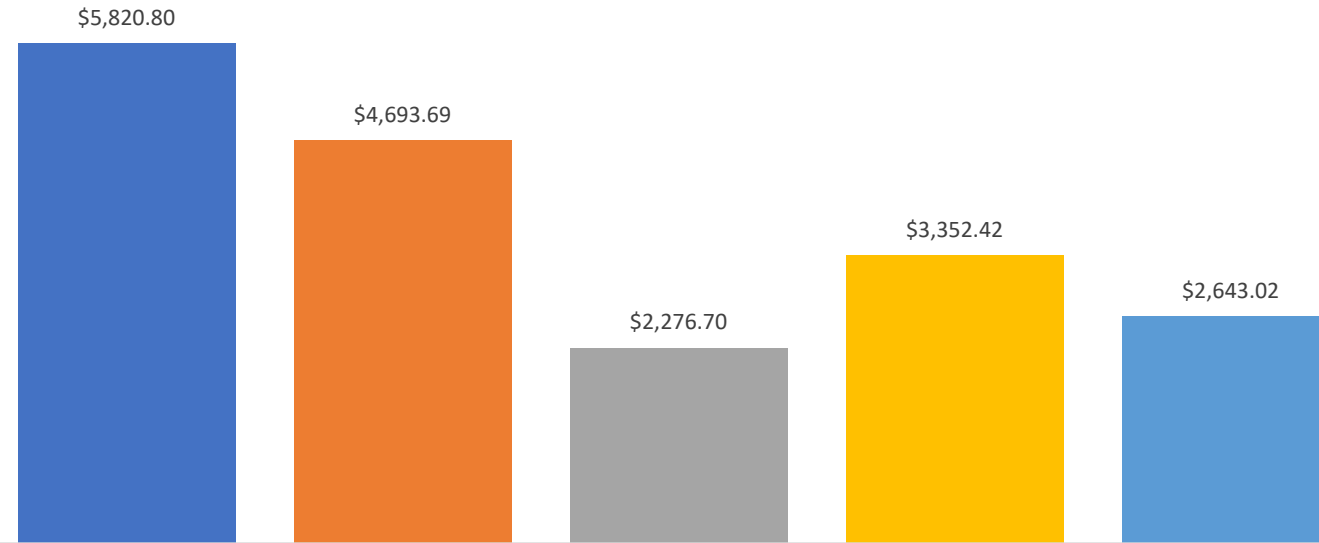
Average Hourly Wage Rate at Closure



	Average Hourly Rate at Closure
■ FY14 N=78	\$18.99
■ FY15 N=78	\$19.22
■ FY16 N=98	\$23.77
■ FY17 N=137	\$22.68
■ FY18 N=183	\$24.03



Average Counselor Expenditure Per Case



Average Counselor Expenditure Per Case	
FY14 N=78	\$5,820.80
FY15 N=78	\$4,693.69
FY16 N=98	\$2,276.70
FY17 N=137	\$3,352.42
FY18 N=183	\$2,643.02

Is JAN, in notes, a organiza JAN?

Case Study: Musculoskeletal



VR Job Retention Case Study: Musculoskeletal

- 47-year-old female, program coordinator for a research study
- 4 years employment on a federal grant
- Disability—C5–6, C6–7 neck fusion with plate, 2 months earlier (may have been work related but no proof)
- Problems performing certain duties



Case Progression—9 Months

- February 1—Meeting with employee and employer and intake completed
- February 16— Conduct reasonable accommodations assessment
- March 8—Review recommendations/approval for accommodations
- April 19—Begin final installation of accommodations and follow-up services
- November 9— Close VR case



Accommodations/Modifications

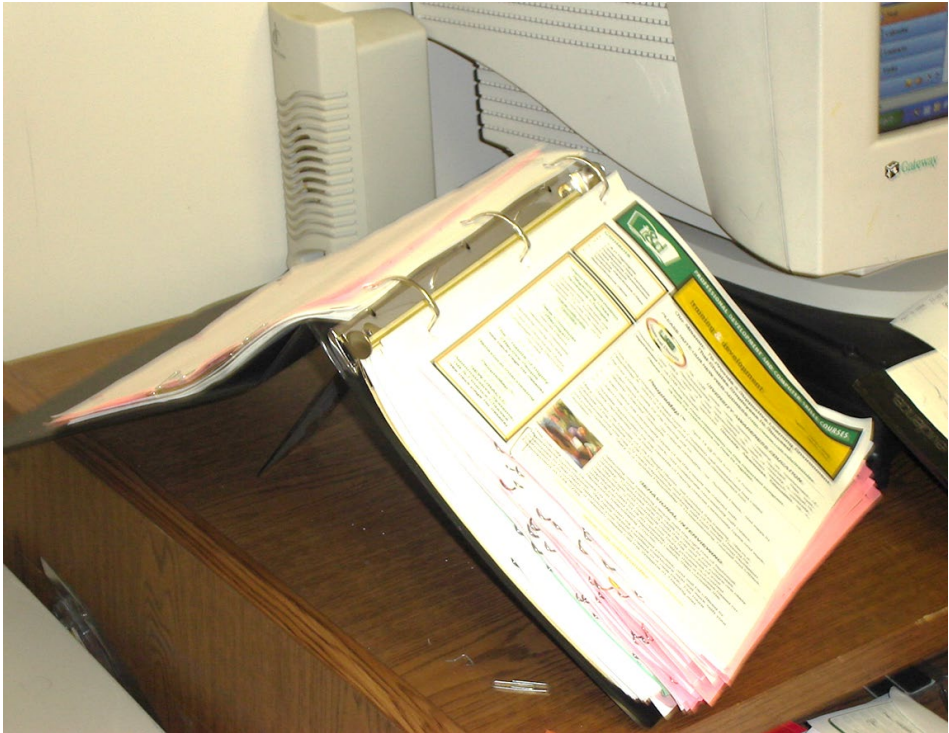


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Accommodations/Modifications





Accommodations/Modifications





Accommodations/Modifications



Engage VR as a Valued Partner

Maximizing VR Partnership with RETAIN

- Identify point of contact
- Referral protocols
 - Relevance
 - Timeliness
 - Memorandum of Agreement
- Identify what services VR can bring to the table



Thinking Outside of “Order of Selection”

- Resources that VR Brings to the table
 - Business relations
 - Assistive technology
- Potential for sustainability of RETAIN services



Questions?

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Continue the VR Conversation at the Upcoming Community of Practice!

- “The Secret is Out: Using Vocational Rehabilitation as a Resource for Your RETAIN Programs”
- Facilitators: Leslie Dawson and David Leon
- Thursday, September 5, 2019, at 2–3 p.m. EDT

PLEASE COMPLETE THE WEBINAR SURVEY,
WHERE YOU CAN ALSO SUBMIT TOPICS
OF INTEREST FOR FUTURE WEBINARS,
COMMUNITIES OF PRACTICE,
PODCASTS, AND OTHER RESOURCES!

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Thank you!

Please contact your State TA Liaison for SME contact information.



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