Welcome to:
Vocational Rehab QIA
Mid-Point Webinar

The webinar will begin at 11:30am!
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Vocational Rehab QIA
Mid-Point Webinar

This Webinar is being recorded.

You will receive a communication email to notify you when the slides and recordings are available at our website.
Vocational Rehabilitation QIA Mid-Point Webinar

June 29th, 2018
Welcome/Opening Remarks
Alexandra Cruz, Quality Improvement Coordinator
IPRO ESRD Network Program
Reminders

• All phone lines will be muted

• Please submit ALL questions and comments via chat at any time

• There will be breaks for answering Q & A

• Please don’t place the call on hold, instead disconnect your line and rejoin the call when you are able

• Be present and engaged in our topic presentations

• Please be prepared for sharing and actively participating in the open discussion by commenting in the WebEx chat board

• Remain open-minded and respectful in hearing other’s opinions
Agenda

• Resources
• Best Practices
  • Poster Pictures
  • Education Station
• Preliminary Survey results
• Integration
• Next Steps
Support Gainful Employment of ESRD Patients

Purpose:
• Assist ESRD patients with seeking gainful employment and/or returning to work

Goal:
• 5 percentage point improvement of patients referred to an EN and/or a VR
• 2 percentage point improvement of patients utilizing the services of EN and/or a VR
• Tracking disparity gap and incorporating use of CMS 6 Attributes
  – Gender, Race, Ethnicity, Location (rural vs. urban)
What is the common practice?

Diagnosis of ESRD

Automatic Disability Paperwork
You have reported….

On Average, your facilities reported ~18 patients that are eligible for Vocational Rehab Services per facility.

However, the same facilities reported to have on average 1-2 patients who were referred in the past month.
How do we break the silo?

• Is it that patients do not want to work?
• Is it that they are afraid of loosing their benefits?
• Is it that no-one hires patients on dialysis?

We wanted to know what was happening…so we asked the patients….

-Thank you for sending the Poster Pictures, 94% have been received!
What would it mean to you to return to work? What would you need to help you reach this goal?

Job Training

Feel useful

Feel independent

To support myself
What would it mean to you to return to work? What would you need to help you reach this goal?

-67 posters has been so far received. 
-Commonality: 
  -Fear of loosing disability benefits
Resource #1

Vocational Rehabilitation: Answers to Your Questions

Explore the various programs offered by the Social Security Administration (SSA) assisting individuals with returning to the workforce, maintaining employment, and navigating the work environment.

Staying active and involved is an important part of a fulfilling life. Some kidney patients are able to continue to work in their jobs by making only minor changes after they are diagnosed. Other patients may need to look for new types of work.

Enrollment in a vocational rehabilitation agency or employment network may serve as a bridge for kidney patients in returning to the workforce.

What is vocational rehabilitation?
- It’s a process that helps kidney patients to overcome barriers in getting a job or returning to the work force through training, counseling and career planning.

Am I eligible to receive vocational rehabilitation services?
- The Ticket to Work program is a free and voluntary program for people who receive SSA benefits.
- You are eligible for the Ticket to Work Program if you are
  - Between the ages of 18 and 64,
  - Diagnosed as blind or have a disability,
  - Receive Social Security Disability Insurance (SSDI), or
  - Receive Supplemental Security Income (SSI).

Why should I consider vocational rehabilitation?
- Research indicates that a person’s ability to work has an effect on their sense of self-worth and on their perception of their overall quality of life.

Ticket to Work

The Social Security Administration (SSA) runs the Path to Work program. This four-phase program assists individuals who are considering working, ready to find a service provider, searching for employment, or they are currently employed and want to stay on the road to financial security.

- Phase One: Ticket to Work—discusses what you should know about when considering working while on benefits. It discusses the Ticket to Work program, dispels myths about working on benefits, and provides you the success stories of real people who used the program to inspire you.
- Phase Two: Ready to Work—helps you determine your own work goals then find a Ticket to Work service provider that can help you best.
- Phase Three: Getting a Job—takes you step by step through the process of getting ready to enter the workforce, finding and applying for jobs, and being prepared for interviews.
- Phase Four: Managing Your Job—provides information to keep you on the path to a better future once you are hired including starting your job the right way, managing money and understanding the impact of work on benefits.
Resource #2

Ticket to Work

52% reported in the Survey not being familiar or not having watched any Ticket to Work Webinar

https://choosework.ssa.gov/webinars-tutorials/index.html
What would it mean to you to return to work? What would you need to help you reach this goal?

-67 posters has been received.
-Commonality:
  -Job Training
Resource #3

Kidney Works (AAKP)

https://www.kidneyworks.org/
Podcasts:
- Ticket to Work: Support for People who have a Disability and Want to Work
- Working 9-5: What a way to make a living!
- Kidney Works™ A Job Retention Program for People with CKD
- Working through your Illness

https://www.rsnhope.org/rsn-programs/kidney-disease-resources/back-to-work/
VR Services Overview

Services to individuals with disabilities to help them prepare for, secure, regain or retain employment

Services might vary by location*

- Vocational assessment
- Vocational counseling and guidance
- Physical and mental restoration services
- Vocational training
- School-to-work transition
- Rehabilitation technology
- Supported employment
- Job search and job placement
- Referral to other agencies for needed services
- Group support to improve work skills and behaviors; in addition to emotional/physical tolerances
- Substance abuse treatment

For non-citizens, must have a work permit to use services
Resource #6 – Vocational Rehab Agencies (GA)

- Website: [https://gvs.georgia.gov/](https://gvs.georgia.gov/)
- Link with office contacts with County Serving areas: [https://gvs.georgia.gov/text-only-location-list](https://gvs.georgia.gov/text-only-location-list)
- Services available: [https://gvs.georgia.gov/vocational-rehabilitation-can-work-you](https://gvs.georgia.gov/vocational-rehabilitation-can-work-you)
Resource #6 – Vocational Rehab Agencies (NC)

- Website: [https://www.ncdhhs.gov/divisions/dvrs](https://www.ncdhhs.gov/divisions/dvrs)
- Link to local offices: [https://www.ncdhhs.gov/divisions/dvrs/vr-local-offices](https://www.ncdhhs.gov/divisions/dvrs/vr-local-offices)
- CAP - Client Assistance Program: [http://cap.state.nc.us](http://cap.state.nc.us) NCCAP@dhhs.nc.gov
Resource #6 – Vocational Rehab Agencies (SC)

- Website: [https://scvrd.net/](https://scvrd.net/)
- Services overview: [https://scvrd.net/client-services-overview/](https://scvrd.net/client-services-overview/)
- Link for agencies by location: [https://scvrd.net/offices/](https://scvrd.net/offices/)
Resource #7- Vocational Rehab Program for Veterans

https://www.benefits.va.gov/vocrehab/index.asp
Resource #8- Goodwill Vocational Services

Georgia
http://www.goodwillworks.org/VocationalRehab

North Carolina
https://www.goodwillnwnc.org/jobs/
Resource #8- Goodwill Vocational Services

South Carolina

https://goodwillscwi.org/services/supported-employment/
Some Benefits from receiving VR services

- Make tax paying citizens
- Decrease dependence in entitlement programs
- Increase independence overall
- Higher self-esteem
- Less depression
- Fewer barriers to healthcare
- Higher income
- Insurance coverage
  - More likely to get kidney transplanted*
### Employment Network

<table>
<thead>
<tr>
<th>Types of Services</th>
<th>Types of Service Providers</th>
</tr>
</thead>
<tbody>
<tr>
<td>Benefits / Work Incentives Counseling</td>
<td>✓</td>
</tr>
<tr>
<td>Career Planning / Counseling</td>
<td>✓</td>
</tr>
<tr>
<td>Job Search and Placement</td>
<td>✓</td>
</tr>
<tr>
<td>Ongoing Employment Support</td>
<td>✓</td>
</tr>
<tr>
<td>Training Programs</td>
<td>✓</td>
</tr>
<tr>
<td>Special Programs for Veterans and Youth-In-Transition</td>
<td>✓</td>
</tr>
<tr>
<td>Tuition Support for College Coursework</td>
<td>✓</td>
</tr>
<tr>
<td>Rehabilitation Services</td>
<td>✓</td>
</tr>
<tr>
<td>Legal Support and Advocacy</td>
<td>✓</td>
</tr>
<tr>
<td>Assistance with Accommodations</td>
<td>✓</td>
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</tbody>
</table>

- Help with career counseling and assistance with job placement, including help in understand how benefits may be affected by work.
- Some provide to a localized community, others across several states or nationwide.
Steps to take:

- Vocational Rehab Agency
- Employment Network
- Start Working!
Questions?
Best Practices
Best Practices - Patient Engagement

Mableton Dialysis
Ivy Hall, LMSW
Best Practices

• Direct communication with VR agency to follow-up on application status of a patient.

• Provide patients with as many resources they need to get back to work in addition to VR/EN.

• Follow up with patient after education has been provided.

• Assess interest in retaining/returning to work upon admission to dialysis.

• Educate clinic staff in addition to patients about ability to return to work.

• Schedule Lobby Day with VR local agency to co-host.

• Education Station
Qualitative Survey
Preliminary Results (62%)
Barriers Shared

- Lack of patient interest (36%)
- Patients are not eligible (18%)
- General challenges working with VR Agencies (dialysis staff and patients)
  - Lack of POC
  - Lag time
  - Language barriers
Successes Shared

• Patient interested in going back to work (27%)
• Education for patient on VR/EN (23%)
  • Printed material on local VR Program
  • Printed material about Ticket to Work Program
• Learning to document in CROWNWeb (11%)

• Congratulations to RAI Care Center of Stockbridge for referring the most patients to your State VR Agency (12 patients in the month of April!)
Questions?
Why are we focusing on supporting gainful employment in ESRD Patients?
What would it mean to you to return to work? What would you need to help you reach this goal?

-67 posters has been received.
-Commonality:
  - Transplant
  - Flexible dialysis schedule
Integration

65% of facilities focusing in treatment options in addition to Vocational Rehab
How our QIA Projects integrate to improve our patient’s quality of life?

- New ESRD Patient Applies for DSSI
  - Feels too sick to work
  - Is adapting to new change

- After some time, the patient would like to go back to work
  - Educate about VR Services
  - Educate about Ticket to Work
  - Educate about other programs/ resources

- Can this patient start the Transplant Evaluation Process?

- Can this patient start a Home Dialysis modality that will allow more flexibility for interviews and normal work hours while he/she waits for a transplant?

- Following these steps will increase Quality of Life!
  - A job could also allow for private insurance that will cover immunosuppressant drugs after transplant!

End Goal: Increase Quality of Life of ESRD Patients!
Next Steps

July
• Qualitative Survey
  • Only 25 facilities
• AAKP Kidney Works Webinar
  • Date TBD, probably July

August
• Quantitative Survey (All units)
  • Referrals vs. Successfully Using VR Services
• Vocational Rehab Agencies Webinar
  • TBD

September
• NCC LAN Call- Supporting Gainful Employment of ESRD Patients
  • 9/25/2018 2:00-3:15 pm
  • Attendance will be mandatory
• Benefits of VR/EN Flyer
  • Send via email to post at your facility
• Resource Evaluation Survey
  • All facilities
Questions?
CROWNWeb Documentation Specific Questions for Vocational Rehab

Contact at the NW:

• Dansowaa Ahima

NW6Help@iproesrdnetwork.freshdesk.com
Slides & Recording

Slides
- You will receive a copy of the slides today (6/29/18) via email.

Recording
- You will be notified via email when the slides and recording are available in our Website.
Please take the survey before closing your browser!

We want to know!

- Were the patient’s answers in the poster surprising to you?
- Which were the most helpful resources presented today?
- Which Best Practice are you more likely to incorporate in your facility?
- Will your process change after today’s presentation?
- Were you familiar with all the services VR agencies offer?

Environmental scan:

- Tell us all the shifts/ modalities that you have in your facility
- Tell us who updates the VR status in CROWNWeb at your facility

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Thank You!