

The Disability Management Model in Taiwan And Challenges It Faces

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The Disability Management Model in Taiwan

- Is based on the Family Assistance Project (FAP) that launched by the Department of Labor Welfare, Council of Labor Affairs in 2004.
- To establish a safe network for disadvantaged workers and to provide their families with relevant welfare resources in time to relieve financial difficulty caused by the crisis of occupational hazards.

The Disability Management Model in Taiwan

- Is family-based, social welfare emphasized.
- Social workers act as disability managers.
- Budgets provided by the Department of Labor Welfare, CLA.
- In 2009, provide service directly to injured workers at county and city government level.

The Disability Management Model in Taiwan

- This task force was to
 - establish case management service platforms
 - proactively discover eligible cases
 - assist them to apply for benefits from the Bureau of Labor Insurance
 - console and provide follow-up assistance after major occupational hazards
 - compiled a labor rights manual for occupational hazards
 - set up a 0800 hotline for easy access

Challenges the FAP Faces

- The welfare concept of the FAP distorts the service focus from the living injured workers to the workers who were dead.



Challenges the FAP Faces

- For dead workers
 - Reimbursement
 - Consoling money
 - The Bureau of Labor Insurance: 100,000NT
 - The local government: 300,000NT
 - Requests the FAP managers to delivery it within three month of the accident

Challenges the FAP Faces

- For survival workers
 - Most obtained from the labor insurance reimbursement receiver list are missed the welfare application due date and the golden-time of rehabilitation
 - poor communication and cooperation between the Labor and Health departments at any government level

Challenges the FAP Faces

- For FAP managers
 - Heavy workload of screening clients from the labor insurance reimbursement receiver list limits actual service time.
 - Most disability managers are without any medical or vocational rehabilitation training.

Challenges the FAP Faces

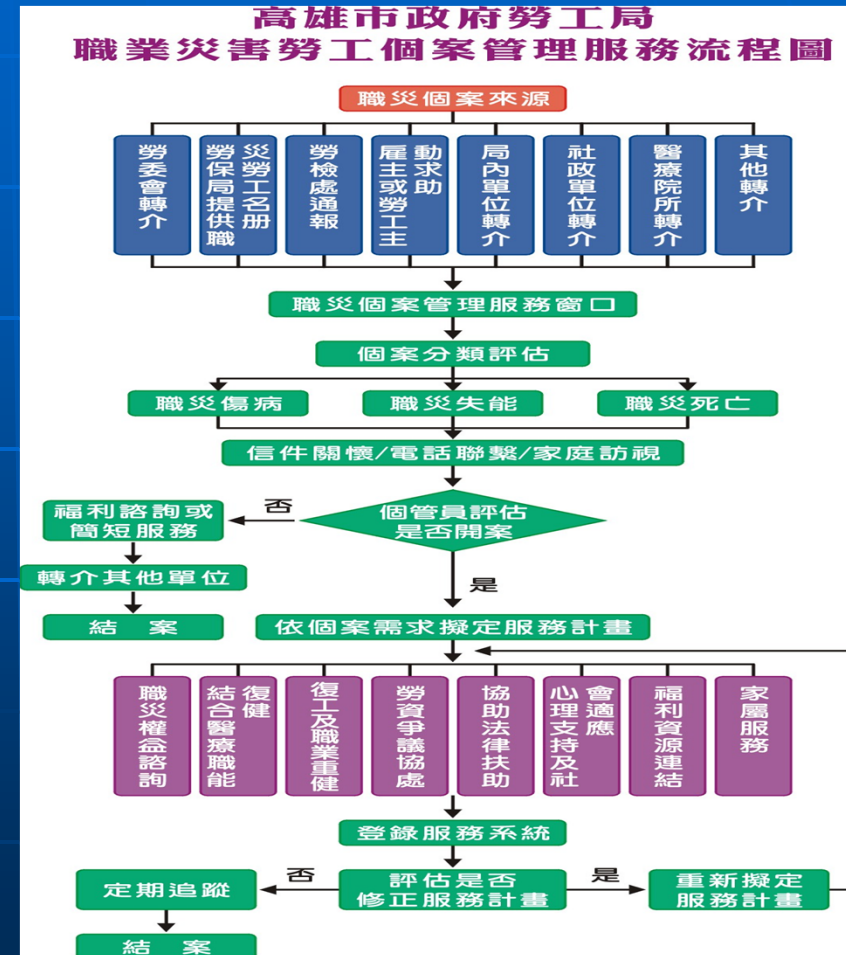
- For FAP policy
 - The Department of Labor Welfare considers the FAP managers as mainly a resource connector, despite assistance in life and vocational rehabilitation is the stated characteristic of the FAP.

The Team

- Experimental City: Kaohsiung City
- Team member:
 - Head of the Labor Department
 - The administrative supervisor
 - FAP Project supervisor
 - Two FAP managers
 - The consultant (RC, OT)
- Monthly consultation from April to December, 2009.

Intervention Strategies

- Setup a service delivery network
 - Builds a referral network
 - Connects service network
 - Invites hospital personnel to attend policy guidance meetings



Intervention Strategies

- Marketing and Reorganization
 - Promotes the FAP services to Unions
 - Recruits volunteers to inform the FAP services
 - Screens and divides services to (1) welfare information consultation, and (2) case management

Intervention Strategies

- FAP manager professional development
 - occupational rehabilitation
 - rehabilitation counseling
 - life-long need assessment
 - benefits calculation
 - service planning
 - resource connecting
 - case discussion

Results

Client Resources	March 5 to December 31, 2009	January 1 to June 30, 2010
Self-referral	759	809
From CLA and LIRR list	2179	1055
Referral by the LS inspection office	24	4
Referral by the local labor department	5	2
Referral by the local hospitals	10	3
Referral by the local social department and FAP of other counties	69	26
Referral by the employment services	2	0
Total Persons Served	3048	1899

Results

Case Management Client Resources	March 5 to December 31, 2009	January 1 to June 30, 2010
Death	60	26
Diagnosis as Having Disability	12	8
Diagnosis as Having Occupational injury or diseases	10	4
Total Persons Served	82	38
Case Closed	37	0

Results

Services for all Clients	March 5 to December 31, 2009	January 1 to June 30, 2010
Welfare consultation	2377	1689
Legal assistance	89	82
Labor-capital dispute negotiation	141	94
Financial support resource connecting	320	109
Psychosocial support and adjustment	1141	1131
Referral to medical rehabilitation	46	42
Referral to vocational rehabilitation	64	20
Referral to employment services	88	31
Others (e.g., Need Questionnaire)	2000	1064

Results

Services for case management clients	March 5 to December 31, 2009	January 1 to June 30, 2010
Home visit	106	70
Interview / counseling	308	242
Phone consoling	2504	1652
Mail consoling	2232	1025

Results

- Every client in case management went through a standard operation process (interview and home-visit) to conduct need assessment, and obtained according intervention plan that stated clear short-term and long-term goals.
- Every welfare consultation was required to make a list of the terms and calculate the sum.

Summary

- Dealing with a successful service delivery requires a team work.
- Further attentions
 - promote the FAP services to medical professionals
 - incorporate the health care insurance system to signal potential clients

The End

Thanks for Listening!

