



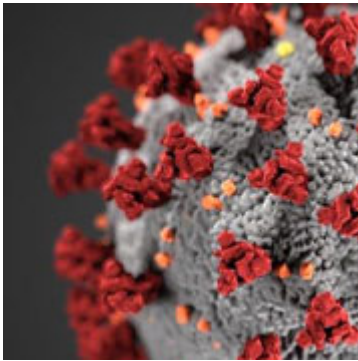
The RETAIN Report

May 2020

Welcome to the May 2020 issue of *The RETAIN Report*—the internal e-newsletter for awardees of the Retaining Employment and Talent After Injury/Illness Network (RETAIN) Demonstration Project.

Please feel free to share this [subscription link](#) with other RETAIN team members as appropriate.

Please Note: Several of the links in this newsletter take you to resources housed in the RETAIN Online Community (ROC). If you do not have access to the ROC and are a member of a state team, please visit [RETAINTA.org](https://www.retain.org) and click “Request an Account” in the right-hand sidebar.



RETAIN and COVID-19: Adapting to Shifting Stakeholder Needs

As the COVID-19 pandemic continues to evolve, RETAIN teams have been demonstrating their flexibility and agility—and the Office of Disability Employment Policy and RETAIN TA team salute these efforts. All RETAIN states are adapting to shifting stakeholder needs, particularly by focusing on remote service delivery to keep their programs in motion during state stay-at-home orders. This has included meeting with program participants by telephone or video chat instead of in-person, and moving partner and provider trainings online. Some teams are finding new ways to highlight RETAIN’s ability to help all injured and ill workers, including those recovering from COVID-19.

In response to key questions from states, RETAIN TA developed an action resource to help guide external communications about COVID-19 and RETAIN. Intended for internal use only, it provides general tips for communicating during a disruptive event, sample messaging to assure your stakeholders RETAIN is still here to help them during the pandemic, and COVID-19-related resource links that may be useful to individuals and employers. Among the guidance are the following tips:

- **Be proactive** by addressing the COVID-19 topic head-on with partners, staff, and stakeholders.
- **Be consistent** by ensuring that everyone speaking for the organization has a common understanding of what to communicate.
- **Be empathetic** by recognizing and respecting that various stakeholders may be affected differently by the pandemic.
- **Conveniently package your assistance** by developing helpful written materials about RETAIN and COVID-19 such as emails, fact sheets, web copy, and resource lists.

Learn more by accessing the [COVID-19 action resource](#), and feel free to contact your American Institutes for Research (AIR) state liaison for further guidance as your RETAIN project charts a path forward in this rapidly evolving situation.



Introducing the ROC Refresh

Recent visitors to the [RETAIN Online Community \(ROC\)](#) may have noticed some updates and structural changes to the site—all designed to make it more intuitive, user friendly, and easy to navigate. As the online home of RETAIN TA content, the ROC is a centralized gateway to tools and resources to help you optimize your RETAIN project. Now, thanks to some key updates, the tool makes it easier than ever to find the information you need.

The most significant change to the ROC is the introduction of the [ROC Topic Pages](#), which organize TA resources and other valuable content into six distinct topic areas. By selecting from the dropdown menu on the top navigation bar, users can make the ROC Topic Pages a starting point for browsing content by subject. On each ROC Topic Page, you'll find an array of tools, briefs, webinars, CoP sessions, podcasts, and blogs—everything RETAIN TA has to offer on that particular topic. Other ROC updates include a [RETAIN Publications section](#), an updated [Calendar](#) of RETAIN TA events, and a [Master Resource Library](#) that serves as an alternative way to find the content you need.

In coming weeks, RETAIN TA will offer walk-throughs of the ROC, as well as a fact sheet outlining its key features. Until then, please explore the new structure and contact your AIR state liaison if you have questions.



Podcast Series: Techniques to Improve Clinical Practice for SAW/RTW Initiatives

Our latest podcast series is ready for download. Join RETAIN TA's Dr. Julie Jacobson Vann for this two-part discussion about strategies for facilitating change in organizations. [Part 1](#) focuses on the types of interventions that support the adoption of change, based on the Diffusion of Innovation Theory. [Part 2](#) highlights several strategies to actually implement change in organizations' practices, including academic detailing, clinical decision support tools or provider reminders, and incentives. Visit the ROC to learn more and [download these sessions](#).



The Right Questions for Data-Driven Decision Making: Read Our Latest Blog

The next blog post by the RETAIN Technology TA team is the second in a series on using data for more informed decision

making. ["Identifying Strategic Questions and Their Related Data Sources"](#) explores how to identify the right questions and select relevant data sources in order to maximize data analysis and gain actionable insights. Access the ROC to learn more and read the [full blog post series](#).

FEATURED RESOURCES



RETAIN Podcast: "Assessment as a Business Engagement Strategy and RTW Tool for RETAIN"

Listen to this three-part podcast featuring Dr. Joe Ashley, former Assistant Commissioner with the Virginia Department for Aging and Rehabilitative Services. In these insightful conversations with RETAIN TA Director GeMar Neloms, Dr. Ashley explores the benefits of assessing a worker's functional capabilities to both the worker and their employer. Learn what these assessments entail, how to leverage work samples and simulation techniques, and ways to engage employers in the assessment process.

[Download the Podcast](#)



Practice Brief: "Implementing Continuous Quality Improvement (CQI)"

This action brief explores CQI as a technique for building quality into RETAIN service delivery. It provides actionable ideas and practices for sustaining CQI, and outlines the foundational components of effective CQI, which include establishing a team, developing a plan, mapping efforts, and sharing results.

[Access the CQI Practice Brief](#)



Professional Development Series: "Focus on Job Retention Best Practices"

If you missed any of our three-part series on job retention best practices, check out the recordings and summary notes in the ROC. These include the recording of our March 17 webinar, ["Puzzling Together the Pieces of a Return-to-Work Team,"](#) and the notes from our April 2 and April 23 CoP sessions, ["Case Management TIPS \(Tools, Insights, Processes, and Strategies\) for Return-to-Work Coordinators"](#) and ["How the ADA and Reasonable Accommodations Can Make or Break a RETAIN Case."](#)

[Access the Webinar
and CoPs](#)



RETAIN Fact Sheet: “Making Your Products Accessible - Tips & Resources for RETAIN State Awardees”

Need a refresher on how to make your materials and digital projects Section 508 compliant? This new fact sheet explores the importance of having an accessibility mindset and offers tips and resources for ensuring your RETAIN project’s documents, websites, and other products are accessible to everyone.

[Access the
Accessibility Fact
Sheet](#)



RETAIN TA Guide: “Tips for Promoting Your RETAIN Project Through Social Media”

Several RETAIN teams are exploring or already using social media as a communications tactic—but is going “social” the right move for your RETAIN project? Check out this guide, which explores key considerations and social media best practices as they relate to RETAIN.

[Access the Social
Media Guide](#)

MARK YOUR CALENDAR



- **RETAIN All Grantee Meeting** – June 2, 2020 – 2:00 p.m. ET/11:00 a.m. PT (Check your email for details!)

This document was prepared for the U.S. Department of Labor (DOL) Office of Disability Employment Policy and Retaining Employment and Talent After Injury/Illness Network (RETAIN) state grantees, by the American Institutes for Research under DOL Contract Number 1605DC-18-F-00429. The views expressed are those of the authors and should not be attributed to DOL, nor does mention of trade names, commercial products, or organizations imply endorsement of same by the U.S. Government.

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