



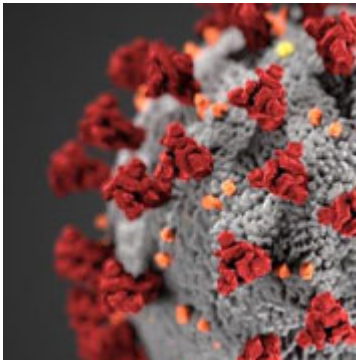
## The RETAIN Report

March 2020

Welcome to the March 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](http://RETAINTA.org) and click “Request an Account” in the right-hand sidebar.*



### A Message About the Coronavirus (COVID-19)

The U.S. Department of Labor’s (DOL) Office of Disability Employment Policy (ODEP) and the RETAIN technical assistance (TA) team care deeply about the health and safety of RETAIN team members, and all Americans, at all times. In response to the evolving coronavirus (COVID-19) outbreak, DOL has compiled a [list of resources](#) to help employers and workers. In addition, the Job Accommodation Network has developed a [webpage about COVID-19 and the Americans with Disabilities Act \(ADA\)](#). Please don’t hesitate to reach out to your ODEP Federal Project Officer with any questions you may have. We send our best wishes for everyone’s health and safety during this unprecedented time.



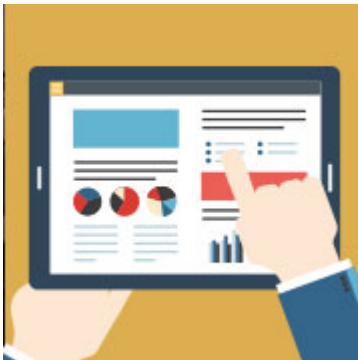
### RETAIN at Work: Success Stories Preview

The *RETAIN at Work* series illustrates RETAIN state accomplishments at both the project and individual level. Together with you and your fellow RETAIN awardees, we have spent the past several weeks identifying and interviewing success story candidates, and writing their stories in narrative form. We look forward to sharing and helping you leverage the success stories once finalized. In the meantime, here is a sneak preview of some of the profiles:

- An injured worker who found a more suitable, well-paying job thanks to RETAIN.
- A state team that improved its recruitment and enrollment processes by involving a physical therapist.
- Innovative approaches to provider engagement, such as embedding RETAIN in the day-to-day practices of a large health care institution and using educational modules and other training techniques.

- A secure information technology (IT) platform that streamlines health records from multiple sources to foster more efficient RETAIN data analysis.
- The efforts of a team's Employer Outreach Specialist, and his effective collaboration with case managers, workers, and employers.
- A close partnership between a return-to-work (RTW) coordinator and injured worker who is retraining for a new job opportunity.
- An injured worker who, thanks to RETAIN, was able to navigate the Workers' Compensation benefits process and make a RTW plan with their employer.

Thank you for helping us communicate the impact of RETAIN. We look forward to regularly collaborating with you on additional success stories in the months ahead.

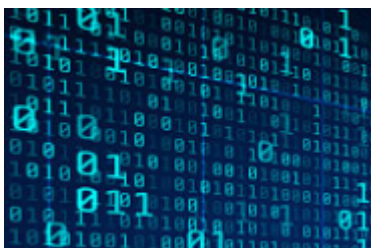


## TA in Focus: Recruitment-to-Enrollment Dashboard Guidance

As you know, the [RETAIN Recruitment-to-Enrollment Dashboard](#) was recently released to help you understand the effectiveness of your recruitment and enrollment efforts. In concert with its release, the TA team delivered a suite of tools to help you use the Dashboard and maximize its potential. These TA resources include:

- [A Dashboard User Guide](#).
- [An example dashboard pre-filled with sample data](#).
- [A 4-module "how-to" video series](#).
- [A webinar featuring a live walkthrough of the tool](#).

The Dashboard uses your RETAIN project's data to display information about the number of potential participants that you connect with at each stage of the recruitment-to-enrollment process. This resource will help you assess your referral pipelines and enrollment efforts to identify areas for improvement. If you have any questions about the Dashboard or need one-on-one technical assistance using it, please contact your state TA liaison.



## Big Data and CQI: Read Our Latest Blog

A new blog post by the RETAIN Technology TA team explores decision making in the context of data analytics. "Introduction to Using Data for Decision Making in RETAIN" is the first blog post in what will be a series on the importance of data-driven decision making. It addresses what it means to be data-driven, why data matters to RETAIN, and how to use data in your decision-making and CQI efforts. Access the ROC to learn more and read the [full blog post](#).



## ADA30: Increasing Access and Opportunity

This year marks 30 years since a major milestone in our nation's history—the signing of the Americans with Disabilities Act (ADA). Passed in 1990, this landmark legislation has helped increase access and opportunity for people with disabilities in America's workplaces and communities. This includes, of course, people who acquire disabilities as a result of injury or illness.

The RETAIN initiative is a key part of the U.S. Department of Labor's (DOL) commitment to delivering on the promise of the ADA for all workers with disabilities. DOL is celebrating the anniversary all year through a variety of events, including the 75th annual National Disability Employment Awareness Month (NDEAM) in October. ODEP encourages you to incorporate ADA30 messages into your activities and outreach efforts to support the celebration in your state. Just a few ideas to inspire you include the following:

- Feature the anniversary in internal and external communications, including newsletters, public-facing websites, and social media posts. Be sure to reference DOL's ADA30 theme, "Increasing Access and Opportunity," and use the #ADA30 hashtag. Profiles of RETAIN participants and other project successes are perfect things to highlight.
- Issue a press release expressing your organization's commitment to the ADA, and highlight RETAIN as one way you help deliver on its promise.
- Create a bulletin board display about the ADA anniversary and disability employment history. For content ideas, see [Disability History: An Important Part of America's Heritage](#).
- Tell your RETAIN partners and staff about the anniversary, and encourage them to connect their ongoing RETAIN communications to this important news "hook." (For tips on leveraging RETAIN news hooks, access our [August 2019 webinar](#) on the topic.)

To learn more about ADA30, read the [news release about DOL's plans](#).

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### FEATURED RESOURCES

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## 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 Assessment Podcast](#)



## RETAIN Webinar: “Puzzling Together the Pieces of a RTW Team”

The [archived recording](#) of our March 17 webinar is now available. Featuring stay-at-work/return-to-work (SAW/RTW) case studies and an interactive panel discussion, the session explores ways RETAIN directors and other state team members can support RTW coordinators in their endeavors to bring RETAIN cases to successful closure.

[Download the RTW Team Webinar](#)



## Live Community of Practice (CoP) Summary: “Consultative Group Session: Recruitment and Enrollment – Part 2”

Be sure to review the [notes from our February 13 live CoP](#). Presented by Dr. Glenn Pransky of the University of Massachusetts Medical School, the event featured an insightful discussion about common strategies, challenges, and successful approaches to improving RETAIN enrollment, participation, and retention rates.

[Download the CoP Notes](#)

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## MARK YOUR CALENDAR

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- **SME Office Hours: “Communications Check-In”** – March 30, March 31, and April 1 – Check your email for details about this opportunity to touch base on one of two topics: 1) communications strategies and materials targeting employers and/or health care providers; or 2) communications planning and scaling for Phase 2 of RETAIN. [Sign up today.](#)
- **Live CoP Session #1: “Case Management TIPS (Tools, Insights, Processes, and Strategies) for RTW Coordinators”** – April 2, 2020, 2:00 p.m. – 3:15 p.m. ET (11:00 a.m. – 12:15 p.m. PT) – During this interactive session, Leslie Dawson of the Alabama Department of Rehabilitation Services takes a detailed look at the “layers” of RTW cases. Using a case study approach,

the session will teach participants about key elements of SAW/RTW individualized service plan development and effective coordination with service providers. *Registration Details Coming Soon.*

- **Live CoP Session #2: “How the ADA and Reasonable Accommodations Can Make or Break a RETAIN Case”** – April 23, 2020, 2:00 p.m. – 3:00 p.m. ET (11:00 a.m. – 12 noon PT) – In Part 2 of this CoP series, Leslie Dawson explores appropriate implementation of Americans with Disabilities Act (ADA) requirements and the provision of reasonable workplace accommodations as significant parts of a successful SAW/RTW model. *Registration Details Coming Soon.*

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.

*You're receiving this newsletter due to your affiliation with the Retaining Employment and Talent After Injury/Illness Network (RETAIN) Demonstration Project. **Learn more about RETAIN.***



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