



## The RETAIN Report

July 2020

Welcome to the July 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.*

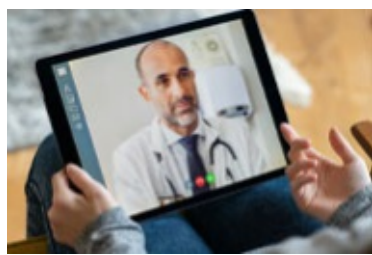


### RETAIN at Work: Success Stories Spotlight

The RETAIN TA editorial team thoroughly enjoyed working with RETAIN states on the first collection of [RETAIN at Work success stories](#). Available now on the ROC, these eight narratives explore the following:

- **California RETAIN**'s experience improving its recruitment and enrollment processes by involving a physical therapist.
- A training program developed by **RETAIN Connecticut**, which not only orients health care providers to the program from an administrative standpoint, but also educates about employment as a social determinant of health, for all patients.
- **Ohio RETAIN**'s experience solving traditional data-sharing challenges and strengthening service delivery using a unique information technology (IT) solution.
- The story of a former mechanic who, with assistance from **RETAINWORKS in Kansas**, navigated the road to a new, rewarding job that capitalizes on his prior skills and experience.
- **RETAIN Kentucky**'s efforts to enlist credible health care “champions” to join and advocate for its program while building and expanding an influential and collaborative referral network.
- The efforts of **Minnesota RETAIN**'s Employer Outreach Specialist, who uses an innovative approach to help workers stay in the workforce when medical restrictions prevent them from returning to their regular jobs after injury or illness.
- The story of a **RETAIN Washington** Return-to-Work Coordinator, who employs a “whole person” approach to help a veteran regain his footing while recovering from a serious accident and adapting to a significant life change.
- The story of a worker who, with support from **Vermont RETAIN**, regained her confidence and embarked upon a new path after injury, all without experiencing a gap in employment history.

Thank you again for helping us illustrate RETAIN state accomplishments at both the project and individual level. We look forward to helping you leverage these initial success stories, and developing additional narratives in the future.



## TA in Focus: RETAIN Virtual Service Delivery

In these evolving times, many RETAIN teams are turning to virtual service delivery, including telehealth, to effectively communicate with and serve their program partners and participants. Recognizing this, the RETAIN TA team is developing a suite of resources to support states in these efforts.

The series kicked off on July 8 with a special issue of RETAIN TA's [For Your Insight](#) e-blast, which highlights recent research in the fields of telehealth and telerehabilitation. This will soon be followed by a series of tip sheets and tools to help states successfully provide services virtually for RETAIN participants, leverage virtual learning techniques, and learn more about recent research and innovations in these areas.

Sample resources will include a reference sheet that provides broad level definitions of various methods of virtual service delivery (e.g., telehealth, telemedicine, e-learning). The definitions were developed to help create a shared understanding of these terms within RETAIN. In addition, RETAIN grantees can expect a variety of tip sheets on creating a positive virtual service delivery experience for RETAIN participants, using technology to support RETAIN service delivery, and best practices for virtual learning.

Be on the lookout for these valuable TA resources, and in the meantime, feel free to contact us at [RETAINTA@air.org](mailto:RETAINTA@air.org) to discuss your specific virtual service challenges and needs.



## ADA30: Increasing Access and Opportunity

ADA30 is just days away! July 26, 2020 marks 30 years since the signing of the Americans with Disabilities Act (ADA)—landmark legislation that 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 U.S. Department of Labor (DOL) is commemorating ADA30 through a variety of events, and will continue to do so throughout 2020. A key component of this commemoration will be the 75th annual National Disability Employment Awareness Month (NDEAM) observance in October. The theme for both observances is "Increasing Access and Opportunity."

One easy way to take part is to [order and display the official ADA/NDEAM poster](#), which is available in English and Spanish for download or mail-order on the ODEP website. In addition, visit [DOL's ADA30 website](#), which features a [timeline of advancements in disability employment](#) since the ADA as well as a [list of ways your organization can support the anniversary](#).

RETAIN is a key part of DOL's commitment to delivering on the promise of the ADA, for all workers with disabilities. So, please share information about the anniversary with your RETAIN partners and staff and encourage them to recognize this important milestone. Happy ADA30!



### Highlights from the RETAIN TA Blog

Be sure to check out the latest contributions to the RETAIN TA Blog. A new series titled "[Assessment as a Business Engagement Strategy and a Return-to-Work Tool](#)" explores the benefits of assessing a worker's functional capabilities to both the worker and their employer. Penned by Dr. Joe Ashley, Assistant Commissioner with the Virginia Department for Aging and Rehabilitative Services, the series is a complement to a [recent RETAIN TA podcast](#) on the same topic. The four-part blog is broken into the following chapters: "[Assessment in the Return-To-Work Context](#)"; "[The Hands-On Work Assessment Process: Simulated Work and On-the-Job Try-Outs](#)"; "[Job Analysis as a Work Assessment and Business Engagement Tool](#)"; and "Taking Action on Work Assessment: Further Reading and Resources." **Parts 1 through 3 are available now, with Part 4 to follow next week.**

[Access the ROC](#) to read these and other RETAIN blog posts.

### FEATURED RESOURCES



### RETAIN TA Fact Sheet: "The ROC At-a-Glance"

Recent visitors to the 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. This updated fact sheet highlights the ROC's various sections and features for easy reference.

[Access the ROC Fact Sheet](#)



## RETAIN TA Resource: “Recruitment-to-Enrollment Dashboard User Guide Addendum”

Since its release, RETAIN states have been taking advantage of the RETAIN Recruitment-to-Enrollment Pipeline Dashboard—a continuous quality improvement (CQI) resource designed to help states understand the effectiveness of their recruitment and enrollment efforts. To assist states in maximizing its potential, RETAIN TA has issued an addendum to the tool’s user guide that includes screen shots and enhanced, step-by-step instructions for 1) modifying the recruitment-to-enrollment funnel pathway; and 2) editing and adding filters to the Dashboard.

[Access the User  
Guide Addendum](#)



## RETAIN Podcast Series: “Techniques to Improve Clinical Practice for SAW/RTW Initiatives”

In case you missed it, RETAIN TA’s Julie Jacobson Vann recently recorded a 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 implement change in organizations’ practices, including academic detailing, clinical decision support tools or provider reminders, and incentives.

[Listen to the  
Podcast](#)

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### MARK YOUR CALENDAR

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- **RETAIN Solutions 2020 Virtual Meeting** – July 23, 2020 – 2:00 p.m. ET/11:00 a.m. PT - [Register for Today's Virtual Meeting!](#)
- **RETAIN Webinar: “COVID-19 Return to Work and the Americans with Disabilities Act”** – July 30, 2020 – 2:00 p.m. ET / 11:00 a.m. PT – [Registration Details Coming Soon!](#)

*This publication 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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