



The RETAIN Report

September 2020

Welcome to the September 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.

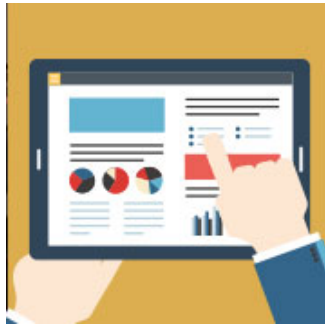
Please Note: Several of the links in this newsletter take you to resources housed in the RETAIN Online Community (ROC). If you do not have access to the ROC and are a member of a state team, please visit RETAINTA.org and click “Request an Account” in the right-hand sidebar.



TA in Focus: Strategies to Identify, Screen, Recruit, Enroll, and Retain Participants

As we work with state RETAIN teams on their demonstration projects, the areas of recruitment, enrollment, and retention remain top priorities. These essential activities can prove challenging in any new service program, and in the case of RETAIN, they are compounded by the need to engage multiple stakeholders, from workers, to clinicians, to employers.

To further assist on this front, RETAIN TA developed “[Strategies to Identify, Screen, Recruit, Enroll, and Retain Participants](#),” a new resource that explores various processes that may be used to identify RETAIN participants, enroll them in your project, and maintain their participation. Featured examples in this resource include a mix of hypothetical strategies and processes as well as actual approaches in use by RETAIN states and other projects. [Access this resource](#) in the ROC; you can also contact your AIR state liaison for additional one-on-one assistance with recruitment, enrollment, and retention.



Resource Reminders: The RETAIN OPIG, Recruitment-to-Enrollment Dashboard, and CQI Tools

As RETAIN teams await the release of the Phase 2 Funding Opportunity Announcement in October, now is a good time to revisit some valuable TA tools. First, the [“Operational Planning and Implementation Guidance Checklist \(OPIG\)”](#) guides and supports RETAIN states in operational and implementation planning. It is divided into 14 categories demonstrated to be key to ensuring readiness for program implementation. The OPIG is useful at any point in the planning process; ODEP and the TA team encourage RETAIN states to use it to track Phase 1 program development and plan for Phase 2. The OPIG provides the framework for the Programmatic Readiness Reports the RETAIN TA team will develop to inform the Phase 2 selection committee.

Similarly, the RETAIN TA [“Recruitment-to-Enrollment Dashboard”](#) remains a relevant and useful resource. This Excel-based tool helps RETAIN states assess the effectiveness of their recruitment and enrollment efforts and identify areas for improvement. As you plan for Phase 2, you can use it to determine which of your referral sources yield the most or least eligible participants, identify and categorize reasons why some workers do not sign-up, and diagnose when and why some participants drop out of the project.

Finally, the RETAIN [“Continuous Quality Improvement \(CQI\) Strategies”](#) resource and [“Implementing CQI”](#) action brief are available to help guide your CQI efforts. These resources describe five CQI methods along with actionable strategies, techniques, and related tools to assist you in sustaining your CQI efforts. You can also access these, and [other operational planning tools](#), in the ROC.

NDEAM: Increasing Access and Opportunity



We are just days away from this year's National Disability Employment Awareness Month (NDEAM). Held annually in October, NDEAM celebrates the contributions of America's workers with disabilities, including those who experience injury or illness. This year's NDEAM, the nation's 75th, will be one of the culminating events of DOL's year-long observance of the 30th anniversary of the Americans with Disabilities Act (ADA), which focuses on the same theme of "Increasing Access and Opportunity." RETAIN grantees are encouraged to share information about NDEAM with their stakeholders, as well as observe the month themselves. For ideas on how to do so, see [RETAIN's latest NDEAM fact sheet](#) and revisit our previously recorded webinar, "[Making RETAIN Timely: Ways to Capitalize on NDEAM and Other News Hooks](#)." Of course, also remember to [order a free NDEAM poster](#) if you have not already done so!



Resourceful and Resilient: Honoring the World's Greatest Workforce

In an [op-ed penned in honor of Labor Day](#), ODEP Deputy Assistant Secretary Jennifer Sheehy paid homage to the resourcefulness and resilience of America's workers—including those who stay at or return to work after injury or illness. In the piece, which appeared in *The Wichita Eagle*, Sheehy links the strong, collaborative work ethic she observed during childhood visits to Kansas to the work being done today by the state's RETAIN team, and all RETAIN teams. She also highlights the experience of a Kansan with a knee injury who trained for a new career, noting that, "Thanks to RETAIN—and his quintessential American industriousness—he's now back in the workforce."



Data Wrangling and Record Linkage

Be sure to check out the latest contribution to the RETAIN TA Blog. In "[Data Wrangling and Record Linkage](#)," the RETAIN Technology TA team continues its series examining the use of data for more informed decision making. This third post in the

series explores how data sets need to be cleaned, organized, and wrangled (transforming and mapping raw data into a usable format), or linked (finding records in a data set that refer to the same entity across different data sources) before they can be used for analysis of RETAIN programs. Access the ROC to read this and other [RETAIN blog posts](#).

FEATURED RESOURCES



RETAIN TA Resources: Virtual Service Delivery Series

Have you seen our [series of resources](#) on telehealth, telemedicine, telerehabilitation, online learning, and other methods of virtual service delivery? These tip sheets and reference guides include “Virtual Service Delivery Definitions for Use in RETAIN TA,” “Creating a Positive Virtual Experience for Your RETAIN Participants,” “Best Practices for Virtual Learning,” and “Using Technology to Support RETAIN Program Implementation.”

[Access the series of resources](#)



RETAIN CoP Summary: "The Impact of Mental Health in SAW/RTW"

[Materials from the August 20 live Community of Practice \(CoP\)](#) are now available in the ROC. Led by Dr. Latha Brubaker, the session addressed the importance of mental health when working with RETAIN participants and how RETAIN projects can promote well-being in the workplace.

[Access the CoP](#)

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