

## RETAIN Virtual Annual Convening: Reflections Guide

### Guide Description

This guide provides a space to (1) respond to guiding questions for breakout sessions; (2) capture key takeaways and themes as they relate to you and your state team; and (3) reflect on insights from the convening and its activities.

### Day 1

#### **Panel Discussions**

For the panel discussions, please use the boxes below to capture themes and key takeaways as they relate to your role with RETAIN, your RETAIN program and partners, and your stay-at-home (SAW)/return-to-work (RTW) program participants.

#### ***The Participant Voice: SAW/RTW***

#### ***Cultural Competency and Inclusivity in RETAIN Services***

### ***Serving RETAIN Participants: Roles and Impact (Breakout Session 1)***

For this breakout session, you will be placed in discussion groups based on your role within RETAIN. You will discuss how your role affects or is informed by RETAIN participants.

- How does what you heard affect, inform, and/or align with your work or role on the RETAIN team?

Below are guiding questions tailored toward your role within RETAIN. Please find your role and provide responses to the related guiding questions. If you have multiple roles, please feel free to answer all guiding questions that apply to your roles.

#### ***Medical Representatives/Partners***

1. As health care partners in the RETAIN programs, what roles have you assumed in guiding your programs' approaches and strategies?
  
  
  
  
  
  
  
  
  
  
2. How does the work of your organization align with the mission of RETAIN?

3. What are the major challenges of your role (e.g., challenges in participating in stay-at-work and return-to-work patient-level interventions)? What approaches have helped to address these challenges?
  
4. How do you leverage your role to help facilitate collaborative partnerships between participants, RTW case managers, employers, and other program partners?

### ***Return-to-Work Coordinators***

1. What did you hear during the Office of Disability Employment Policy (ODEP) welcome and opening panel discussions that resonated with you? Did the welcome and opening panel discussions provide any information specific to your role in RETAIN?
  
2. What has been the most challenging aspect of your work so far? How have you addressed these challenges?

3. What competencies have been the most relevant to your role so far? In what ways do these competencies affect the work?
4. What are some tools, resources, or strategies that have helped to facilitate your efforts to coordinate with physicians, employers, and employees?

### **State Directors**

1. How do the experiences you heard in the opening sessions align with your RETAIN program's priorities and goals?
2. How has your role as state director changed from Phase 1 to Phase 2? How do you see your role evolving in Phase 2 and beyond?

3. After hearing from others, how does the role of state director differ across states? In what ways is this role similar across states?
4. What changes have you made from Phase 1 to Phase 2 to overcome program challenges?
5. How will your RETAIN program incorporate plans for serving participants from designated opportunity zones/underserved communities into your overall priorities and goals? What challenges do you anticipate?

### ***Workforce Representatives/Partners***

1. How has your role as a workforce representative or partner changed from Phase 1 to Phase 2? How do you see your role evolving in Phase 2 and beyond?



### ***Technical Assistance Liaisons***

1. What are the different ways that your role affects RETAIN team members (e.g., return to work coordinators, medical representatives/partners, state directors, workforce representatives/partners)?
2. In what ways has your role helped or do you anticipate it will help to align the priorities of your RETAIN program?
3. In what ways has your role helped state teams overcome barriers (e.g., barriers to enrollment and recruitment, partnership engagement)?
4. What are the major challenges of your role (e.g., challenges in capacity building, changing priorities, technical assistance delivery)? How have you addressed these challenges to ensure that your work is impactful?

### *Evaluations Liaisons*

1. How has your role helped to identify gaps in the state RETAIN programs? How has this led to improvements?
2. In what ways does your role require coordinating and collaborating with the RETAIN team to obtain needed, accurate data in a timely manner and providing the RETAIN team with feedback about the data?
3. What are the major challenges of your role? What strategies do you use to overcome these challenges?



## Day 2

### **Panel Discussion**

For the panel discussions, please use the boxes below to capture themes and key takeaways as they relate to your role with RETAIN, your RETAIN program and partners, and your SAW/RTW program participants.

### *Employer Panel*

### ***Engagement Track: Employers and Providers (Breakout Session 2)***

The concurrent breakout sessions will be led by a subject matter expert. Each session will focus on engagement and relationship management of a RETAIN stakeholder. Please answer the guiding questions below that are relevant to your topic session.

#### **Topic Session: Relationship Building and Sustainability: Health Care Providers**

1. How does your RETAIN program engage with health care providers?
  
  
  
  
  
  
  
  
  
  
2. How do you continue to engage health care providers over time? What types of health care providers (e.g., nurses, doctors, specialists) do you engage?

3. How do you scale up and engage health care partners across multiple health care networks, and beyond your current health care networks?
  
  
  
  
  
  
  
  
  
  
4. Do you have a criterion for determining whether health care providers are a match for your program (e.g., scalability needs, participant and geographic demographics, etc.)? If so, what are some examples?

**Topic Session: Relationship Building and Sustainability: Expert Review Panels/Advisory Boards: Composition, Engagement, and Involvement**

1. Does your RETAIN state team have an advisory board or a multisector committee? If so, what is their role?
  
  
  
  
  
  
  
  
  
  
2. What strategies does your state team use to identify or evaluate panel/advisory board members?

3. How do your panel/advisory board members inform your RETAIN efforts?

4. How do you keep your panel/advisory board members engaged over time?

**Topic Session: Communication Needs and Approaches Between Businesses and Health Care Providers**

1. What key messages and information do employers and health care providers need about RETAIN to ensure quality referrals, engagement, and buy-in?

2. How should you adjust your approach and conversation about RETAIN when meeting in-person vs. virtually?

3. What are the best channels to use when connecting with employers and health care providers?

**Topic Session: Relationship Building and Sustainability: Social Determinants of Health  
Wraparound and Referral Services**

1. What services beyond employment and direct health care do your RETAIN participants need?
2. How does your team provide supports to RETAIN participants for needed services?
3. What types of referrals and/or information does your team provide to non-RETAIN (i.e., control) participants for needed SDOH-related services?

4. Who does your RETAIN program engage to provide wraparound/referral services?
  
  
  
  
  
  
  
  
  
  
5. How do you identify wraparound/referral services and what is their level/type of engagement with RETAIN?

***Panel Discussion***

For the panel discussions, please use the boxes below to capture themes and key takeaways as they relate to your role with RETAIN, your RETAIN program and partners, and your SAW/RTW program participants

**COVID-19 Long Haulers: Techniques to Address Brain Fog to Promote Return-to-Work**

## Day 3

### State Presentations

Use the boxes below to capture key takeaways and themes as they relate to you, your team, and your SAW/RTW participants.

*Kansas*

*Kentucky*

*Minnesota*

*Ohio*

**Vermont**

***What I Learned and What I Would Like to Learn More About***

Based on the state presentations, what did you learn and what would you like to discuss or learn more about moving forward? Please use the checklist below.

Topics	I learned more about (check all that apply):	I would like to learn more about (check all that apply):
<ul style="list-style-type: none"> <li>• Creation and use of advisory boards</li> </ul>		
<ul style="list-style-type: none"> <li>• Vermont’s app</li> </ul>		
<p>Marketing:</p> <ul style="list-style-type: none"> <li>• How states market to workers and employers</li> <li>• Welcome packets: how they are distributed to participants, what packets include</li> </ul>		
<ul style="list-style-type: none"> <li>• Third-party care coordinators/workflow for care coordinators</li> </ul>		
<ul style="list-style-type: none"> <li>• Paid work experience (MN)</li> </ul>		
<ul style="list-style-type: none"> <li>• Inclusive Worker Leadership Institute</li> </ul>		
<ul style="list-style-type: none"> <li>• User outcomes and user follow-up; evaluation and data reporting; statistics (program/user)</li> </ul>		
<ul style="list-style-type: none"> <li>• Health care training and continuing medical education (CME) process; provider training/education and follow-up</li> </ul>		

Topics	I learned more about (check all that apply):	I would like to learn more about (check all that apply):
<ul style="list-style-type: none"> <li>• Lessons learned, barriers encountered, and how barriers were addressed/overcome</li> </ul>		
<ul style="list-style-type: none"> <li>• How employers reacted to assistance with work-related injury/illness (and RETAIN team responses)</li> </ul>		
<ul style="list-style-type: none"> <li>• How states have implemented/improved the case management and business service aspect of RETAIN</li> </ul>		

***Peer-to-Peer Exchange***

In the peer-to-peer exchange, states will share problems of practice or specific issues they want to thought partnership with other states.

**Round 1**

1. In what ways do other states’ problems of practice or issues of inquiry relate to challenges in your state?
  
  
  
  
  
  
  
  
  
  
2. How will you use what you heard from other states to address your problem of practice or issue of inquiry?



3. What other insights did you learn after hearing about different problems of practice or issues of inquiry?

## **Round 2**

1. In what ways do other states' problems of practice or issues of inquiry relate to challenges in your state?
2. How will you use what you heard from other states to address your problem of practice or issue of inquiry?
3. What other insights did you learn after hearing about different problems of practice or issues of inquiry?