

RETAIN Virtual Annual Convening 2021: State Problems of Practice/Issues of Interest Handout

This handout is for the day three “Peer-to-Peer Round Robin” session and contains each state’s problem of practice or issue of interest. Please refer to it as needed.

Kansas

Problem of Practice/Issue of Interest

Engaging Employers on an Organizational and Individual Level

RETAINWORKS is interested in learning how other states have been able to engage employers on an organizational level as well as on individual level. In Phase 1, our project started with one county and our strategy centered around engaging employers through local chambers of commerce meetings. We initially had some interest, but communications lagged after COVID (of course). We have also experienced some push-back from employers around Workers Compensation patients as well from patients who are reticent to allow our program to contact their employer.

Questions

- Do you have any examples and tips of how to connect with employers of participants?
- How have you worked with an organization to make the program available to employees?

Kentucky

Problem of Practice/Issue of Interest

Kentucky: Tracking our Progress

Kentucky is establishing a formal, quarterly routine whereby RETAIN KY Work Groups report to Implementation and Administration leaders, on a scheduled and ongoing basis, the likelihood that activities are contributing positively toward the advancement of project goals and achievement of anticipated project results. We will use a simple green, yellow, and red scheme where **green** = on track to achieve results, **yellow** = at risk, and **red** = not on track to achieve results. For items that are suggested to be “on track”, work groups must provide evidence to support the designation. For items that are suggested to be either “at risk” or “not on track”, work groups must suggest **mitigation strategies** that are anticipated to move these to on-track, including an estimated timeline.

Questions

- What clarifying questions do you have about this part of our plan to track progress toward delivering results?
- Have your states established a formal and dedicated process to consistently inform whether you are on- or off-track to reach your goals?
- What sounds right about this to you? What would you suggest we intentionally and strategically think more about as we begin using this process?

Minnesota

Problem of Practice/Issue of Interest

Developing Employer Champions and Getting Meaningful Buy-In from Employers

In Phase 1, the MN RETAIN team worked mostly with employers in southeastern part of the state. Engagement was done using flyers, job fairs and direct phone calls to HR divisions. Moving into Phase 2, meaningful engagement and buy-in from employers will be critical to the success of the program. Employers have competing priorities: multiple programs for promotion, and multiple products being offered to employers (“everyone wants to talk to employers about a new product, process, program, etc.”).

Questions

- What strategies have worked best to bring on Employer Champions and get meaningful engagement?
- Employers may have existing internal processes for managing sick/ill injured workers. How has RETAIN complemented the processes employers already have in place?

Ohio

Problem of Practice/Issue of Interest

Ohio used survey information from Phase 1 treatment group participants to inform Phase 2 plans. As part of Phase 2 continuous quality improvement efforts, RETAIN Ohio plans to conduct more participant surveys and want to ensure the surveys will provide the program with useful information to improve services without recreating the wheel. RETAIN Ohio is interested in the other states’ participant satisfaction surveys.

Questions

- When will individuals be surveyed?
- Do you offer them a reward or incentive for submitting the surveys?
- What questions are you planning to ask them?
- Are you using an online survey tool like Survey Monkey?

Vermont

Problem of Practice/Issue of Interest

Integration and Coordination of Existing State and Federal Program Services: Making this a Priority

As state governments emerge from the pandemic emergency many are finding that staffing issues and demand for services have increased significantly. This may be especially true for workforce development and vocational rehabilitation programs because employers are encountering severe labor shortages and are in need of assistance to find available workers.

Questions

- How are RETAIN states integrating and coordinating state Work Force Development services with RETAIN services?
- How are RETAIN states integrating and coordinating federally required Work Force Development and Vocational Rehabilitation services with RETAIN services?