

RETAIN Partners: Co-leading Systems Change for American Workers At Risk

July 16, 2019



RETAIN

Retaining Employment and Talent
After Injury/Illness Network

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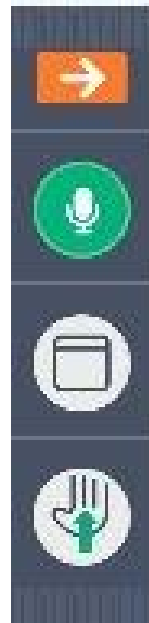

ODEP
Office of Disability
Employment Policy

Who's joining us today?

Today's Webinar

- Submit questions in the Chat Box at any time during the webinar.
- Use the Chat Box both for content questions and to request technical assistance.
- Attendees will be unmuted occasionally to interact verbally.

Raise your hand if you have a question.



Welcome

RETAIN | Retaining Employment and Talent After
Injury/Illness Network

About RETAIN

- Retaining Employment and Talent After Injury/Illness Network (RETAIN)
- Joint initiative led by the U.S. Department of Labor (DOL), Office of Disability Employment Policy (ODEP), and funded by ODEP, DOL's Employment and Training Administration and the Social Security Administration
- RETAIN technical assistance provider is funded by ODEP and is led by the American Institutes for Research
- Focused on building state capacity in stay-at-work (SAW)/return-to-work (RTW) strategies across eight states
- Explores ways to help people who become ill or injured during their working years remain in the labor force

Today's Presenter:

Dr. Joseph M. Ashley, RhD, CRC

- Assistant Commissioner with Virginia Department for Aging and Rehabilitative Services for 25 years
- Passion is program and service development that creates opportunities for individuals with disabilities to live and work in their community
- Extensive experience in leadership role in cross-program, cross-system work groups and grants at state and local levels

Overview

Today's presenter will highlight and provide information on the following:

- Check in on strategic partnerships and development issues
- Discuss implementation challenges and successes
- Present systems alignment and integration ideas to build strong partnerships going forward

Assessing and Strengthening Your Partnerships

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RETAIN: A Systems Change Initiative

System leadership requires collaboration among workforce development system, healthcare system, and other systems—such as vocational rehabilitation—to keep people working after injury/illness.

- Expect strong leadership from the workforce system.
- Requires healthcare systems partnerships—new to most workforce systems.

Poll:

How are your strategic partnerships working?

Let's Reflect on Implementation Progress

Important to pause and review implementation progress.

- You've been moving quickly to get to pilot implementation phase.
- Celebrate small wins and accomplishments.
- Review progress to date and barriers and challenges encountered.
- Communicate progress, barriers, and next steps to all partners and stakeholders.

RETAIN Proposition:

Framing and embracing employment as a positive health outcome will facilitate effective partnerships between the workforce development and healthcare systems.

- Requires developing common vision and common values/philosophy.
- Uses common ground as underpinning for project decisions.
- Requires learning RETAIN values for partner organizations, clients, and patients.

Reflecting on Strategic Partnership Development

You are pioneers!

- Creating new partnerships
- Developing collaborative services and programs
- Pulling new members into existing partnerships can be challenging

Poll:

Rate your understanding of RETAIN partner programs and services.

Assess Current Partnerships

- Do you have a clear program vision that is supported by each partner?
- How effective are your partnerships?
- How well do you know your partners?
- How well do your partners know your program?
- Is the full strength of your organization being utilized?
- Do you believe other partners have services that would add value?

Forging New Partnerships

- Nurturing buy-in is an ongoing proposition.
- Meeting structures and communication strategies need to reflect the RETAIN value proposition.
- Create messaging that tells a story for each partner.
- Create a plan to collect success stories for partner engagement/continued buy-in.
- Identify champions within organizations to promote the messages and value proposition.

Recruiting New Partners

Engaging new partners.

- Identify the service gap.
- Develop the business case for including the partner.
- Develop the approach strategy.
- Recruit champions.

Articulating the value proposition.

- Appeal to enlightened self-interest.
- Learn the organizational structure.

Learning organizational culture.

- Study the decision-making process.
- Respect partner business processes.

Building Effective Strategic Partnerships: A Work in Progress

Poll:

How well do you think your partners understand your program's purpose and services related to RETAIN?

How Well Are Your Systems Working Together?

- Assess systems alignment.
 - How well are your systems coming together to address RETAIN objectives?
- Understand each system's required outcomes.
 - How do the systems requirements/outcomes overlap with RETAIN outcomes?
 - Are systems stretching to accomplish RETAIN outcomes?
- Consider how project structures support systems engagement.
 - Do state-level meetings include all partners?
 - Do local implementation meetings include state-level representation?
 - Is there a stakeholder-level meeting?
 - Are meetings considered a “hot ticket”?

How Well Are Your Systems Working Together?

(continued)

- Are presentations made at each systems convening body?
 - State workforce development board/committees
 - Local workforce development board/committees
 - State rehabilitation council/agency leadership
 - Health system board/committee
 - Health agency board/committee
 - Key partner/stakeholder governing body

Building for the Future

- Develop a systems alignment/integration plan?
- Integrate RETAIN vision/outcomes into agency state plans and organizational business plans.

How Are the Leadership and Management Structures Working?

- Are the structures effective in supporting the project?
- Is the continuous quality improvement (CQI) process providing information for program improvement?
- Do leadership and management promote project buy-in?

Systems Alignment/Integration Meetings

- Hold facilitated discussion on systems alignment/integration.
- Offer opportunities to reflect on progress and identify gaps.
- Review partner organization goals and requirements.
- Review the RETAIN value proposition for programs/systems.

Address Systems Alignment Issues

- Private/public partnerships can be challenging.
 - Public procurement systems do not embrace sole source contracts.
- Important for all partners to understand and respect organizational processes.
 - Look for common language.
- Use program management meetings and communication resources to promote project.

Key Takeaways

- Take time to review your partnerships.
- Ensure opportunity for each partner to state their value proposition for participating in RETAIN and restate commitment.
- Determine partner/service gaps and create outreach strategies.
- Collect success stories as you go and develop strategy for dissemination to partner organizations/stakeholders.

Additional Takeaways

- RETAIN project structures should be reviewed to assess capacity to support partner and stakeholder involvement.
- Organizational leadership must be engaged to ensure understanding of RETAIN's value proposition.
- Systems alignment and integration are critical for success.
 - Ensure RETAIN goals are included in partner strategic plans.
 - Invest time in understanding alignment of RETAIN's vision with partner organizational goals.



Questions?

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Thank you!



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