RETAIN Solutions 2020: Return-to-Work Coordinator Edition

December 1, 2020

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Virtual Meeting/Conference Recording Notice

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Disclaimer

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How to Participate

- Chat throughout the session.

- Raise your hand and we'll call on you. Remember to lower your hand after you've been called on.

- Other helpful features of Zoom

- Chat in your tech problems or email RETAINTA@air.org.

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Purpose of Meeting

- Provide an opportunity for Return-to-Work (RTW) Coordinators to connect.

- Collectively problem-solve.

- Discuss current barriers and solutions to RETAIN success.

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Agenda

- Most Pressing Issue for RTW Coordinators

- Barriers and Solutions Exchange

- Crafted Q&A

- Closing Remarks

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Stakeholder Engagement **Challenges**

- Recruiting stakeholders virtually

- Maintaining relationships

- Conflicting priorities with enrollment increasing

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Stakeholder Engagement **Solutions**

- Solutions from the field
  - o **For Participants**
    - Reminder system to connect with participants
    - Protocol for meeting agendas (with flexibility!)

  - o **For Employers/Health care providers**
    - Distribute RETAIN newsletter.
    - Share infographic showing a snapshot of success.
    - Invite a trusted champion to endorse the program.
    - Provide refresher training.
    - Plan follow-up at the time of initial outreach.

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Stakeholder Engagement **Resources**

- Communications support offered by RETAIN technical assistance (TA)
- *Strategies to Identify, Screen, Recruit, Enroll, and RETAIN Participants*
- Research about the role of champions[1]

[1] Shaw, E. K., Howard, J., West, D. R., Crabtree, B. F., Nease, D. E., Jr., Tutt, B., & Nutting, P. A. (2012). The role of the champion in primary care change efforts: From the State Networks of Colorado Ambulatory Practices and Partners (SNOCAP). *Journal of the American Board of Family Medicine, 25*(5), 676–685. Retrieved from https://doi.org/10.3122/jabfm.2012.05.110281

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Virtual Service Delivery **Challenges**

- Building Rapport

- Technology

- Accessibility and Access

- Communication

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Virtual Service Delivery **Solutions**

- **Building Rapport**
  - Be present and reduce distractions.
  - Pay attention to verbal and nonverbal cues (yours and those of the participant or partner).
  - Allow time for questions.
  - Listen for content and emotion.

- **Technology**
  - Develop a checklist to help you and the participants know how to prepare.
  - Consider how you look and sound to the participant.

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Virtual Service Delivery **Solutions**

- **Accessibility and Access**
  - Ask the participant how they would prefer to work together.
  - Ask whether the participant has any accessibility requests.

- **Communication**
  - Explain what the participant can expect from RETAIN.
  - Review confidentiality, data sharing, and reporting guidelines.
  - Describe logistical expectations.
  - Have an alternative option—or plan B—for reaching the participant (e.g., text, email, phone) if you are disconnected or are experiencing technical difficulties.

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Virtual Service Delivery **Resources**

- Creating a Positive [Virtual Experience](#) for Your RETAIN Participants

- Virtual Service Delivery [Definitions](#) for Use in RETAIN TA

- Best Practices for [Virtual Learning](#)

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Tailoring Outreach **Challenges**

- Industry and business size variation

- Disability inclusion initiatives focused on recruitment and internships

- COVID-19 pandemic furloughs, downsizing, unpredictable industries

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Tailoring Outreach **Solutions**

- **Business variations**
  - Industry-based strategies
  - Regional membership organizations, such as Disability:IN or SHRM (Society for Human Resource Management)
  - Online options: Twitter chats, Meetups

- **Disability Inclusion Initiatives**
  - Identify top scorers in Disability Equality Index.
  - Approach RTW and Accommodation Specialists.

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Tailoring Outreach **Solutions**

- **Impact of COVID-19 pandemic on employment**
  - Essential workers
  - Reduced workforce
  - 2020–25 forecasts

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Tailoring Outreach **Resources**

- Communications and Branding tools

- Enhancing Stay-at-Work (SAW)/RTW Outcomes Through Employer Engagement

- Effective Strategies for Recruitment in the Business Sector

- *Coming Soon:* SAW and RTW Employer Engagement Resource: Disability Inclusion Strategies and Activities

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State Exchange

- What would you like to focus on today?

- What is a barrier that your project has come up against recently?

- What has been your project's solution for overcoming this obstacle?

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State Themes Discussion

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Crafted Discussion

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Q1.

Working remotely, what approach has worked most effectively to connect with participants?

Are there techniques that work with employers, healthcare providers, or other partners?

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Q2.

Several states offer support to employers related to rehiring after COVID-19 first affected their businesses.

Are businesses in your area struggling again? Do you anticipate the same types of supports to work again?

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Q3.

Recognizing the ongoing focus on education, what has been learned from transitioning to remote education programs?

Is it possible to expand delivery of similar content through on-demand training?

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Q4.

Have any RTW strategies surfaced during this period that show more promise, such as light duty or reasonable accommodations?

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Q5.

Acknowledging the stress of 2020, what are you doing to stay connected with participants to make them feel safe?

Do you have mental wellness successes to share?

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Q6.

With regards to recruitment procedures, what work has been done that is helping to engage more employers?

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Thank you!

Please take a moment to complete this evaluation:
https://www.surveymonkey.com/r/Retain_Solutions2020_RTW_12-1-20

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