

Where Do We “Grow” From Here?



April 22, 2021

RETAIN

Retaining Employment and Talent
After Injury/Illness Network

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ODEP
Office of Disability
Employment Policy

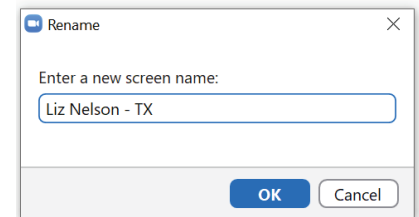
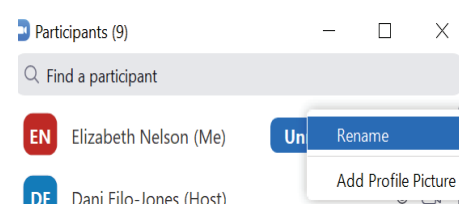
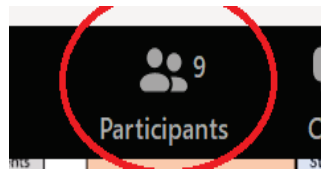
How to Participate

Chat box and email:

- Use the chat box throughout the session to make comments and communicate your tech problems. Raise your hand and we'll call on you. Lower your hand after you've been called on.
- You also can communicate by email at RETAINTA@air.org.

Other helpful Zoom features:

- To access closed captioning, click on the link in the chat box.
- To add your state abbreviation to your name, find your name under “Participants,” click “More” beside your name, and select “Rename.”



Welcome



About RETAIN

- Retaining Employment and Talent After Injury/Illness Network (RETAIN)
- Joint initiative led by the U.S. Department of Labor (DOL) and the Office of Disability Employment Policy (ODEP); funded by ODEP, DOL's Employment and Training Administration, and the Social Security Administration
- RETAIN technical assistance (TA) funded by ODEP and housed at the American Institutes for Research (AIR)
- 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

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Disclaimer

These materials were prepared for the U.S. Department of Labor (DOL), Office of Disability Employment Policy, and Retaining Employment and Talent After Injury/Illness Network (RETAIN) state grantees, by the American Institutes for Research and the presenting subject matter expert. The views expressed are those of the authors and should not be attributed to DOL, nor does mention of trade names, commercial products, or organizations imply endorsement of same by the U.S. Government.

Objectives

As a result of this session, attendees will be prepared to:

- Recognize success in the most challenging cases.
- Understand the importance of the role of the RTW Coordinator/navigator in the SAW/RTW process.
- Learn how to explain the purpose and use of SAW/RTW tools to participants to help achieve their goals.

Introductions



Tonia Peterson, MA, LPC, CRC, OTR/L
Program Manager
Michigan Rehabilitation Services
Presenter



Wehmah Jones, PhD
Senior Researcher, AIR
Moderator

*Not an Occupational Therapist
Registered (OTR)?*

*Please share with us the
different type of disciplines we
have on the call.*



Overview



- Rules of Engagement
- Define Success
- Case Scenarios (Growing)
- Revisiting SAW/RTW Tools
- Takeaways

Rules of Engagement for Today's Discussion

- Today's discussion is your discussion.
- You have permission to be wrong.
- Choose not to be offended.
- Know that the top of everyone's mountain is the SAME.



Poll Question: What Statement Best Describes “Where You Are At”?

1. Not trying everything new, working through some program constricts and logistics.
2. Staying the course; things are going okay.
3. Know we need to change, however not sure were to go next.
4. Know we need to make some changes and have explored some options.



What Is Success Beyond Returning To Work?

The primary goals of the RETAIN Demonstration Projects are:

- To increase employment retention and labor force participation of individuals who acquire, and/or are at risk of developing, disabilities that inhibit their ability to work; and
- To reduce long-term work absences among project participants, including the need for Social Security Disability Insurance and Supplemental Security Income.



DISCUSSION



Poll Question: What Statement Best Describes Your Role?

1. Problem solver; helps the program run.
2. Interacts with participants and leads the team.
3. Ensures the paperwork gets done.
4. Jack-of-all-trades; does what is needed.





How Would You
Define Your Role?

Customer Case Example 1: “Let Me Investigate”

Position: Regulatory Agent

Medical Condition: Depression/decreased concentration/pain, musculoskeletal issues

- Request for services includes an at-risk worksite evaluation to determine types of reasonable accommodations that would be appropriate for this employee.
- The accommodations would be based on the individual’s medical condition and the Americans with Disabilities Act (ADA) guidelines.
- Employee reported being in a car accident 3 years ago; however, he experienced no residual effects and returned to work.
- Medical history includes depression, hypertension, high cholesterol, and hyperthyroidism.
- Master’s degree, consistent employment for 36 years (20 years with one employer), full-scale IQ of 117 after accident.
- Individual reported: New manager does not like him; she’s a “bulldog.” He never had any problems at his previous locations. He believes all he needs is transfer to a new office and/or an iPhone.

What Did I Learn That Affects How I Look at SAW/RTW Cases?

- I learned the supervisor's role in the SAW/RTW process.
- I learned to define the scope and depth of the RTW program.
- I learned that perception and cultural difference make an impact when navigating the RTW process.
- There are always three sides to the truth.



CASE SHARING:
What Have You Learned?



Poll Question: Do you believe what you hear, when you hear it?



YES



NO

Customer Case Example 2: “Did You Say a ‘Chair Evaluation’?”

Position: Manager, Social Services Agency

Medical Condition: Musculoskeletal issues

- Request for services included an ergonomic worksite evaluation to determine types of ergonomic accommodations that would be appropriate for this employee.
- The accommodations would be based on the individual’s medical condition and the ADA guidelines.
- Promoted 5 years ago to a manager position; supervises six employees. Since she started working remotely, employee has reported new onset of back pain.
- Medical history includes history of chronic back pain, migraines.

What Did I Learn That Affects How I Look at SAW/RTW Cases?

- I learned the importance of everyone knowing their role.
- I learned that all participants have informed choice and can choose to fail.
- I learned to listen to what I hear.
- I learned that I cannot work harder than the participant.



CASE SHARING:
What Have You Learned?



Key Takeaways:

What's one thing you can implement or do differently in your SAW/RTW role?



Contact Information



- Tonia Peterson, Program Manager
petersont2@Michigan.gov
- Michigan Rehabilitation Services
Business Network Division
1-248-633-3689

Thank you for your participation!

Please take a moment to complete this evaluation:

https://www.surveymonkey.com/r/4_22_2021-COP_WhereWeGrow_TPeterson