

RETAIN Virtual Annual Convening

Day 3: November 4, 2021



RETAIN

Retaining Employment and Talent
After Injury/Illness Network

 **AIR**[®]


ODEP
Office of Disability
Employment Policy

Disclaimer

This event is conducted by the American Institutes for Research 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, under DOL Contract Number 1605DC-18-F-00429. 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.

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Welcome Back and Overview

State-to-State Exchange: A Deeper Dive

RETAIN

Retaining Employment and Talent After
Injury/Illness Network

Introductions



- Derek Shields, MA, PMP,
President,
ForwardWorks Consulting, Inc.



Retaining
Employment
and Talent After
Injury/Illness
Network

Today we will
be taking a
deeper dive on
these topics:

Snorkels On Please

Dina Zidian-Referral and Enrollment Supervisor

- Marketing:
 - How Ohio markets to workers and employers
 - Welcome packets

Kristina Urick-Education and Training Supervisor

- Health care training CME process; provider training/education and follow-up



Ohio

Engaging Workers and Employers Into A New Dimension

Marketing to Build a Partnership

- Raising the RETAIN brand awareness
- Promotion: Identifying the needs of the employers to execute an accurate marketing plan
 - Press releases
 - Commercials
 - Media
 - The more places we live, the more employers will begin to notice.



Spreading the Word



Forms of Partnership

Looking for continuity



Deeper involvement in a broad range of activities

Job Fairs
Workforce Development Programs
Chambers of Commerce
Ohio Means Jobs

Advertising With a Purpose

Phase 1 was our trial period for advertising

Something new is being brought to the table.

- Sharing our data for engagement
 - Testimonials, survey results, and perhaps charting to show how our services have helped local employers and workers.
- For other regions, we will be beginning with fresh marketing materials that will contain this information as well.
Employers want to see honest results and a strong purpose.

Messaging for Employers

a. Sharing who specifically benefited from receiving our services

b. Who is involved in the RETAIN project?

c. Provide phase 1 data and share the goal to reach in Phase 2

d. Make a list of our services and strengths

e. What is our call to action?

Developing a Program of Continuous Support for the Employer and the Workers

- Sharing best practices for the workers' health
- Promoting overall health and wellness for all workers, not just the injured or ill
- Employer engagement activities:
 - Sharing the oversight of the program
 - Program delivery

Employer Recruitment

- **Employer Recruitment and Enrollment:**
- Identifying employers
 1. Local employer list
 2. Identified through the patient/worker
- Educating local companies in Youngstown/Warren, Cincinnati, or Toledo
- Encourage employee referrals as well as obtain the company's commitment to join the RETAIN study
- **Connecting with the employer:** Employer Research Coordinators should be prepared before speaking to an employer by gaining as much insight about the company as possible

Workflow

Initial conversation with key individual scheduled, meet with appointed RTW contact

- Scripting

Initial visit to employer

- Employer welcome packet
- Employer handbook
- Employer attestation page
- Employer checklist (next steps for a “RETAIN friendly” employer)
- Large company—HR department to meet with HR director
- Small company—Manager or in some cases straight to the owner

After RETAIN

Developing a program of continuous support for the employer and the workers to sustain a healthy workforce

Employee Wellness Program

Ohio Means Jobs

BSMH Health Anchor Network

Marketing Materials



HAS YOUR EMPLOYEE BEEN INJURED OUTSIDE OF WORK?

The RETAIN program is currently seeking employers and their injured workers to participate in a hands-on effort to improve job retention through stay-at-work/return-to-work strategies.

WHO CAN RECEIVE SERVICES?

Employees with an injury or illness that occurred outside of the workplace that affects their ability to perform their job, such as a musculoskeletal injury (knee, back, shoulder, etc.) or have suffered a cardiac event.

WHAT ARE THE BENEFITS?

Employers retain their talented workers thanks to the expertise offered by a network of health care and workforce providers, thereby avoiding the worry and expense of hiring replacement workers. The injured workers maintain their financial stability and the many other benefits that come from gainful employment.

HOW CAN I LEARN MORE?

Call 1-833-4-RETAIN for more information or visit our website at www.retainoh.com



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HAS YOUR EMPLOYEE BEEN INJURED OUTSIDE OF WORK?

RETAIN is a program focused on returning an employee to work after an injury or illness that occurred outside the workplace and will not result in a Worker's Compensation claim.



RETAIN provides direct savings to the employer while helping an injured employee avoid long-term unemployment and disability.

“ I am excited to continue our fledgling partnership with the RETAIN Program as AVI seeks to facilitate return-to-work strategies for team members who have become disabled due to non-work related illness or injury. AVI is hopeful that the RETAIN program will provide our team members with the resources needed to aid in rehabilitation and potential retraining, with the ultimate goal being their return to productive work. ”

Jennifer K. Sapp, AVI Foodsystems, Inc

This effort is meant to help workers remain in the labor force and aid in their recovery, thereby reducing the employer's costs of lost productivity and long-term absence, unemployment, or disability. Retaining your talent throughout the recovery period benefits the worker, his or her family, your customers, the economy, and you – the employer.

DOES YOUR EMPLOYEE QUALIFY?

The RETAIN program is currently seeking employers and their injured workers to participate in a study researching the impacts of stay-at-work/return-to-work strategies. Join in this effort to help your valued workers avoid long-term unemployment and disability for the benefit to themselves and your business.

RETAIN is intended for employees who:

- In the past 12 months, worked at a job paying at least \$1,000/month
- Sustained an injury or illness while not at work to their muscles, joints, or bones (knee, back, wrist, etc.) OR has suffered a cardiac event.
- Are currently limited in the kind or amount of work they can do
- Have not applied for or received disability benefits from Social Security in the past 5 years
- Workers between the ages of 18-65



RETAIN IT'S GOOD FOR BUSINESS

When an employee is injured outside of the workplace, coordinating with his or her health care provider can expedite recovery so the employee returns to work with minimal interruption and unnecessary expense.

- Retention of a valued employee
- Elimination of costs associated with hiring and training a new worker
- Support for your injured employee while in recovery
- Enhanced morale in the workplace
- Positive reputation for your company as a flexible and inclusive employer



Email: MH-Retain-Dept@mercy.com
Call: 1-833-4-RETAIN
Visit www.retainoh.com



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RETAIN
OHIO

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Retaining Employment and Talent After Injury/Illness Network

KEEP VALUED EMPLOYEES AND SAVE MONEY!

STAY AT WORK: IT'S A WIN-WIN

Welcome Packet

- Patient Handbook
 - Resources
 - History of RETAIN
 - Description of the patient's role
 - Provider roles



Control Group Packet

State of Ohio resources:

Healthcare for low-income residents:

This eligibility check provides a rough estimate to determine your Medicaid eligibility. If you have questions about your household size, income or other factors, call the Ohio Medicaid Consumer Hotline

Phone: 800-324-8680.

<https://benefits.ohio.gov/>

Find the job that's right for you today

<http://ohiomeansjobs.com/omj/>

Unemployment:

To apply for unemployment benefits:

<https://jfs.ohio.gov/>

HEAP:

The Home Energy Assistance Program (HEAP) is a federally funded program that provides eligible Ohioans assistance with their home energy bills. This one-time benefit is applied directly to the customer's utility bill or bulk fuel bill.

PIPP:

The Percentage of Income Payment Plan Plus Program aids low-income families with monthly payments for their electric and gas services. PIPP allows you to pay a percentage of your utility bill.

For information about the HEAP or PIPP programs, both of which provide assistance with energy bills,

Call: 800-282-0880 or visit <https://energyhelp.ohio.gov>



List of
resources



Letter

Treatment Group Resources

Mercy Health Patient Resources:

Mercy Health Financial Assistance:

For your Doctor or Hospital Public benefits department:
Call 877-918-5400

Online financial application for physician billing site:
www.mercy.com/patient-resources/financial-assistance

Your HSC can also send you an application for Mercy Health Financial Assistance.

Mercy Health Prescription Cost Assistance

An appointment must be made in one of the following locations to fill out forms for help paying for your prescriptions:



Community Resources:

The Help Hotline

To be connected with resources such as food banks, rent assistance, job training, and much more, call 2-1-1 or the number in the your area listed below:

Youngstown/Warren: 800-427-3606

Cincinnati: 800-233-4357

Toledo: 800-650-4357

- Food Banks
- Homemaker Services
- Clothing
- Unemployment Benefits
- Shelters
- Financial Assistance
- Rent Assistance
- Job Training
- Utility Assistance
- Transportation Assistance
- Medical Information Lines
- Education Programs
- Crisis Intervention Services
- Meals on Wheels
- Support Groups
- Quality Childcare
- Counseling
- Tutoring Services
- Drug and Alcohol Intervention
- Children's Health Insurance

Distribution



IDENTIFICATION
THROUGH SALESFORCE



RUNNING A REPORT



COMMUNICATING WITH
OUR MAILING SERVICE

Employer Welcome Packet

- Employer folders include:
 - Employee Brochures
 - Posters
 - Fact Sheets
 - Employer Attestation
 - Employer Checklist
 - Information about the Employer Wellness Program that is being offered for free to the employers

Physician & Advanced Care Practitioner Welcome Folders

Provider folders

- Physician & patient benefits
- Physician benefits
- Physician tip sheet
- Quick reference card
- Tool kit
- Fact sheet
- Enrollment form

Physician Visits



Newly enrolled physicians and Advanced Care Practitioners (ACPs) needing education are identified after the referral and enrollment team receives a signed enrollment form from the physician.



Initial visit to physician and ACP is completed to educate physician on RETAIN best practices and EMR documentation.



RETAIN Refresher Course

In support of improving patient care, this activity has been planned and implemented by Bon Secours Mercy Health and Mercy Health St. Rita's Medical Center. Mercy Health St. Rita's Medical Center is jointly accredited by the Accreditation Council for Continuing Medical Education (ACCME) the Accreditation Council for Pharmacy Education (ACPE), and the American Nurses Credentialing Center (ANCC), to provide continuing education for the health care team.

Physicians: Mercy Health St. Rita's Medical Center designates this internet enduring activity for a maximum of 1.5 AMA PRA Category 1 Credit™. Physicians should claim only credit commensurate with the extent of their participation in the activity.

Other Health Care Professionals: This certificate indicates participation in this internet enduring activity which was designated for 1.5 AMA PRA Category 1 Credit™.

Program History

RETAIN (Retaining Employment and Talent After Injury/Illness Network) is a government funded study from the U.S. Department of Labor in partnership with the Employment and Training Administration and the Social Security Administration. The goal of RETAIN is to:

1. Identify strategies that help people who experience a non-occupational injury or illness remain at or return to work.
2. Significantly reduce the number of claims made for Social Security Disability payments.



Eligibility Requirements

- Between 18-65 years old.
- A patient of a Mercy Health provider.
- Currently employed or seeking employment.
- Experienced a recent cardiac/vascular surgery or procedure, or experienced a bone, muscle, or joint injury that did NOT happen at work but is interfering with the patient's ability to work.
- Have not received disability benefits from Social Security.



RETAIN Services

- An individualized plan of care.
- Help with building stronger patient/physician and patient/employer relationships.
- Help with achieving health care and wellness goals.
- Resource to help with financial hardship and employment needs.
- A \$100 gift card for qualifying participants.



RETAIN Physician and Advanced Care Practitioner Training

This activity has been planned and implemented in accordance with the accreditation requirements and policies of Ohio State Medical Association through the joint providership of Mercy Health St. Rita's Center for Continuing Education (SRCCCE) and Bon Secours Mercy Health. SRCCCE is accredited by the OSMA to provide continuing medical education for physicians.

SRCCCE designates this enduring material for a maximum of 3.75 AMA PRA Category 1 Credit™. Physicians should claim only credit commensurate with the extent of their participation in the activity.



PROVIDERS

Phase 1 Metrics

- 210 patients enrolled.
- 124 providers enrolled.
- 28.6% of patients worked in health care or education.
- 98 patients were directed to outside services, (e.g., Ohio Means Jobs).
- 94 patients were directed to Mercy Health Services (e.g., financial assistance).

RETAIN

Phase 1 funding was awarded to 8 states and runs through March of 2021. Phase 2 funding will be awarded to 5 states and will run through the year 2025. During Phase 1, the Ohio RETAIN study only operated in the Youngstown/Warren area. For Phase 2, RETAIN will expand into the Cincinnati and Toledo regions.

SCAN HERE



To Visit
RETAIN
Online

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CONTACT :

1-833-4-RETAIN (Office)

MH-RETAIN-DEPT@mercy.com

www.retainoh.com



PROGRAM OVERVIEW

www.retainoh.com

PROVIDER BENEFITS:



\$500 FOR INITIAL TRAINING

\$500 for completing the initial RETAIN education.
\$100 for completing the RETAIN refresher course.



CME CREDITS AND RVUs

3.75 CME credits, 1.5 CME credits.
RVUs every time a RETAIN SmartPhrase is used.



PATIENT REFERRALS

Outside referrals from community events and employers.
Stronger provider-patient relationships.
One-on-one training for CarePATH and use of RETAIN Smart-Phrases.



FACT SHEET



Retaining Employment and Talent After Injury/Illness Network (RETAIN) Demonstration Project

Research has shown that individuals with non-occupational illnesses or injuries are at high risk of becoming unemployed. To see whether providing intensive return-to-work coordination hastens their recovery and improves their chances of remaining employed, the Ohio Department of Job and Family Services applied for and received a RETAIN grant from the U.S. Department of Labor. This grant will allow Ohio to develop a model that, if successful, can be replicated across the state.

Who will receive services?

18- to 65-year-old workers in Youngstown/Warren, Cincinnati, and Toledo who have non-occupational illnesses or injuries that impact their ability to work or perform their jobs.

What services will be provided?

When they seek treatment at a Mercy Health facility in the Youngstown/Warren, Cincinnati, and Toledo area, eligible individuals will be given the opportunity to participate. If they agree, their treatment will be facilitated by a health services coordinator, who will communicate with the individual's employer, health care provider and insurer. When needed, the coordinator will refer the individual to OhioMeansJobs center partners for additional assistance. In addition, a nurse hotline will be available to all participants.

When will this demonstration project take place?

Phase 2 will take place from May 2021 through May 2025.

How will the project be evaluated?

A third-party evaluator will use rigorous methodology to identify program outcomes. In addition, throughout the project, a RETAIN Roundtable comprised of medical, industry and government stakeholders will identify and share best practices.

The project's leadership team will include representatives from the Governor's Executive Workforce Board, Ohio Bureau of Workers' Compensation, Ohio Department of Health, Opportunities for Ohioans with Disabilities, Bon Secours Mercy Health, and Workforce Development Boards 17 and 18. Additional key partners include the Mahoning Valley Manufacturers Coalition, Ohio Manufacturers' Association, Ohio Department of Medicaid, and the Ohio Department of Mental Health and Addiction Services.

Where can I get more information?

Please email MH-Retain-Dept@mercy.com

*This cooperative agreement is fully funded by the U.S. Department of Labor, Office of Disability Employment Policy, in the amount of \$18,800,000 under Cooperative Agreement No. OD-32546-18-75-4-39.

7/2020

*This cooperative agreement is fully funded by the U.S. Department of Labor, Office of Disability Employment Policy, in the amount of \$18,800,000 under Cooperative Agreement No.

Continuing Medical Education (CME)

- Bon Secours Mercy Health has accredited continuing medical education (CME) programs located in Cincinnati, Greenville, Lima, Toledo, and Youngstown. These programs are accredited through the Ohio State Medical Association.

Health Care Training CME Process

12/7/2020 IPCE Joint Accreditation Announcement



Medicine, Pharmacy & Nursing
Advancing Healthcare Education
by the Team for the Team

Mercy Health St. Rita's Medical Center is pleased to announce the Interprofessional Continuing Education (IPCE) Program was granted Joint Accreditation on December 7, 2020, for a 4-year term running through November 2024.

As a jointly accredited provider, St. Rita's can now offer education and CE credits to physicians, nurses, and pharmacists together or separately through the Accreditation Council for Continuing Medical Education (ACCME), the American Nurses Credentialing Center (ANCC) and the Accreditation Council for Pharmacy Education (ACPE).

Interprofessional continuing education (IPCE) is when members from two or more professions learn with, from, and about each other to enable effective collaboration and improve health outcomes (ACCME, ACPE, ANCC, 2015). Joint Accreditation establishes the rigorous standards by which continuing education is planned by and for the healthcare team. This distinction is awarded to entities that demonstrate compliance with the standards by the cofounding accreditors—ACCME, ACPE, and ANCC—on behalf of the collaborating associate member accreditors. The Joint Accreditation designation allows for a single application process so that national level continuing education credit can be offered more easily across a spectrum of disciplines.

To learn more about Joint Accreditation IPCE: <https://www.jointaccreditation.org/>

For more information about IPCE opportunities at St. Rita's, contact:

Melissa Watkins, MHA, CHCP, Director Medical Education
Tamela Nuesmeyer, DNP, RN, EBP-C, Manager, Nursing Practice & Education
Kristi Ziegenbusch, PharmD, Pharmacy Manager

Link to Evaluation	CME	QR Code
RETAIN Physician and Advanced Care Practitioner Training Analytics Report	3.75	
RETAIN Physician and Advanced Care Practitioner Refresher Analytics Report	1.5	
RETAIN Initial and Refresher Overall Spreadsheet		



Certificate of Completion

Kristina Urick

Has participated in the enduring internet activity titled

RETAIN Physician and Advanced Care Practitioner Training

On: 10/19/2021

PHYSICIANS: Mercy Health St. Rita's Medical Center designates this enduring internet activity for a maximum of **3.75 AMA PRA Category 1 Credit™**. Physicians should claim only credit commensurate with the extent of their participation in the activity.

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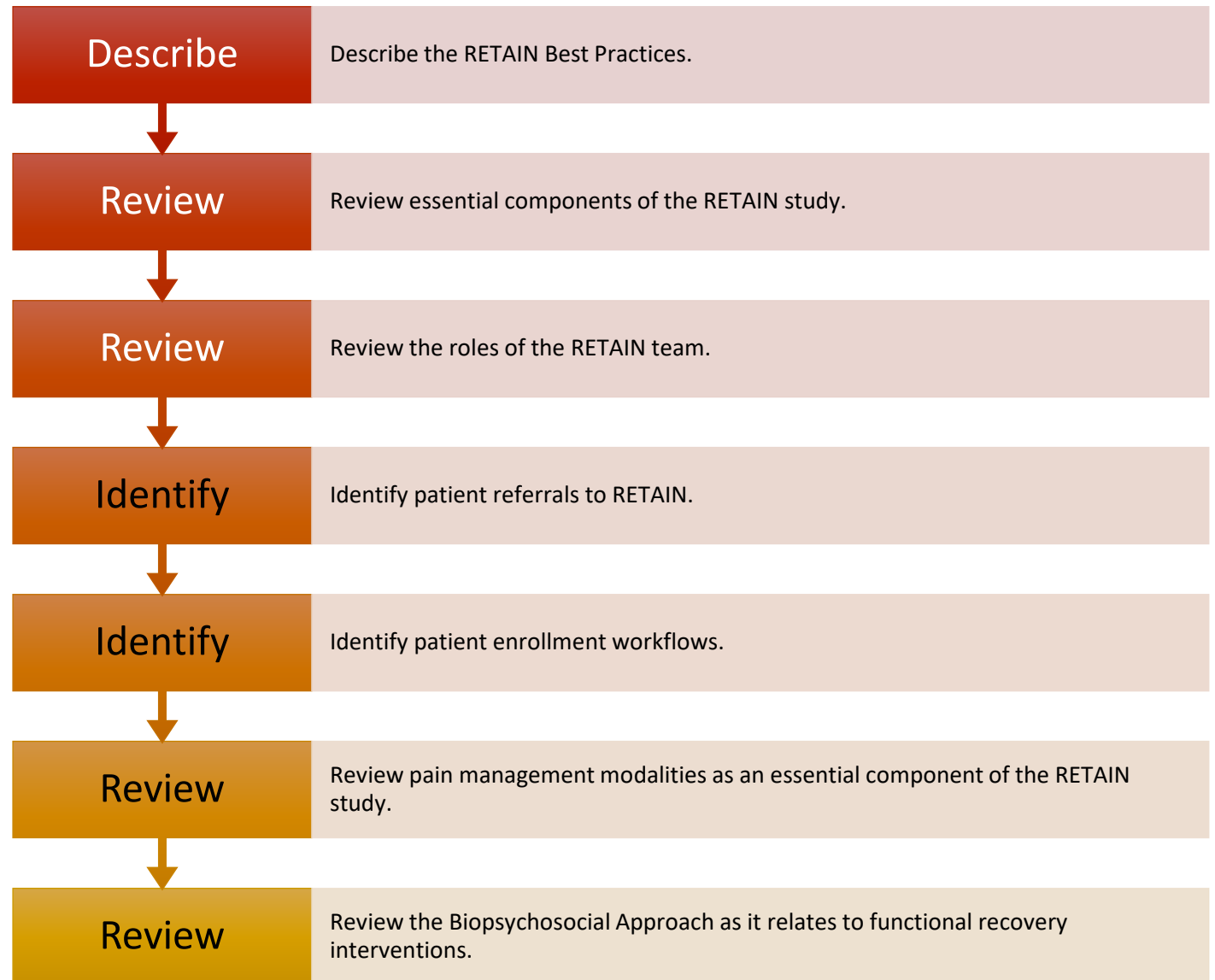
JOINTLY ACCREDITED PROVIDER™
INTERPROFESSIONAL CONTINUING EDUCATION

In support of improving patient care, this activity has been planned and implemented by Bon Secours Mercy Health and Mercy Health St. Rita's Medical Center. Mercy Health St. Rita's Medical Center is jointly accredited by the Accreditation Council for Continuing Medical Education (ACCME), the Accreditation Council for Pharmacy Education (ACPE), and the American Nurses Credentialing Center (ANCC), to provide continuing education for the healthcare team.

Melissa A. Watkins

Tanaka Neesmeser

Course Objectives





Questions?

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Email: MH-Retain-Dept@mercy.com

Call: 1-833-4-RETAIN

Visit www.retainoh.com

In Collaboration with:



The official provider partner for RETAIN Ohio

State-to-State Exchange: A Deeper Dive into Sustainability

November 2021

Shirley Kron, Director of Outreach & Engagement

Kimberly Wickert, Director of Organizational Partnerships

Johnny Collett, Workforce Development Lead

RETAIN Kentucky

- Sustainability



RETAIN Sustainability in an Inclusive Workforce

- Universal Design
- Employer services
- Partnerships
- Capacity building
- Inclusive worker health leadership network
- Employment First



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Benefits of Universal Design in Retaining Employees



UD can omit the need for accommodations



No stigma versus requesting accommodations



Addresses issues of our aging workforce



RETAIN Employer Services

- Employment seminar series
- Employee engagement survey
- Disability inclusion profiler
- Employer peer mentoring
- Universal Design
- Functional job descriptions
- Work support and assistive technology assessment
- Social determinant platform

RETAIN Sustainability: Partnerships

- UofL Health
- University of Kentucky
- UK HealthCare
- GE
- Unum



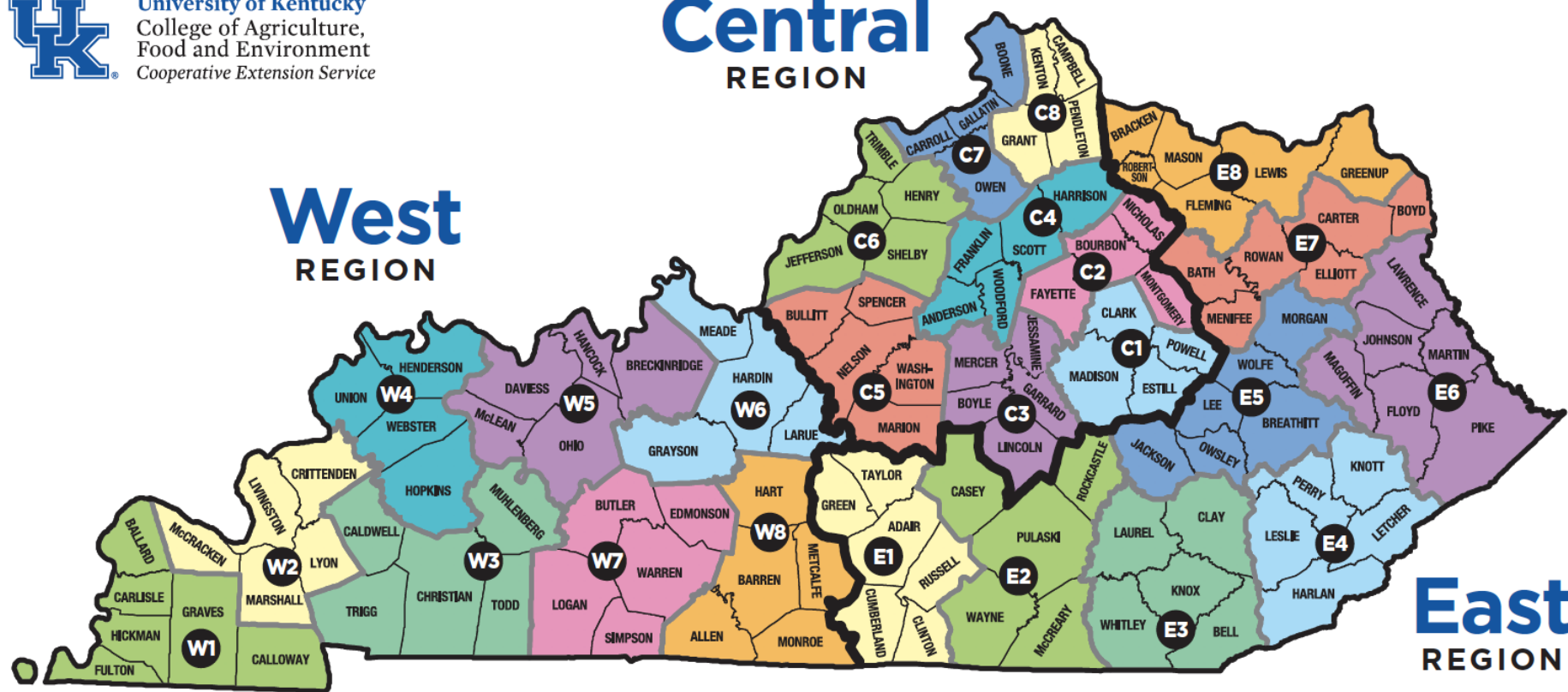
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Statewide Service Delivery: University of Kentucky Extension



Central REGION

West REGION



East REGION

Capacity Building

Sustainability

- RTW certificate
- Employer training
- Health care training



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Employment First Kentucky

“It is the policy of the Commonwealth of Kentucky that competitive integrated employment in the community shall be considered the first and primary option for persons with disabilities of working age who desire to become employed.”

Governor Andy Beshear, Executive Order, June 29, 2020

- Authorized the Kentucky Employment First Council, which is charged with increasing meaningful opportunities for competitive integrated employment for citizens with a disability who are seeking employment, regardless of their level of disability.

Inclusive Worker Health Leadership Network (IWHLN)

- Medical professionals, public health leaders, employers, workforce development, and the Kentucky Chamber of Commerce working collaboratively to:
 - Help to connect health care and workforce systems.
 - Advise on needed change across systems.
 - Offer input around best practices that promote the ability of Kentuckians to stay in the labor force.
 - Advance the coordination of state and local disability initiatives to amplify and accelerate opportunities for Kentuckians with disabilities to stay on the job or return to work as quickly as possible.
 - Provide recommendations for policy and systems change.

Thank you!

kyretain@uky.edu

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VT RETAIN: LINK-VT and Training Grant Program

State-to-State Exchange: A Deeper Dive



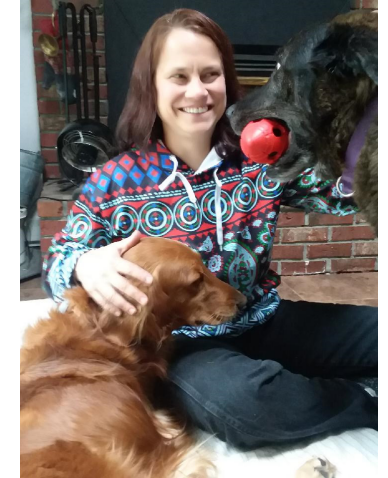
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Presenters

1. Christine McDonough, PT, PhD
Director, Data Coordinating Center
2. Carrie Freitag, MPS, CRA
Project Manager
3. Deborah Kennedy, PhD (Moderator)
Senior Strategist for Value-Based Services



Overview

1. Section A
“Vermont’s app” – What is LINK-VT?
2. Section B
“Employer engagement” –
Introduction to the Training Grant Program
3. Discussion



What Is LINK-VT?

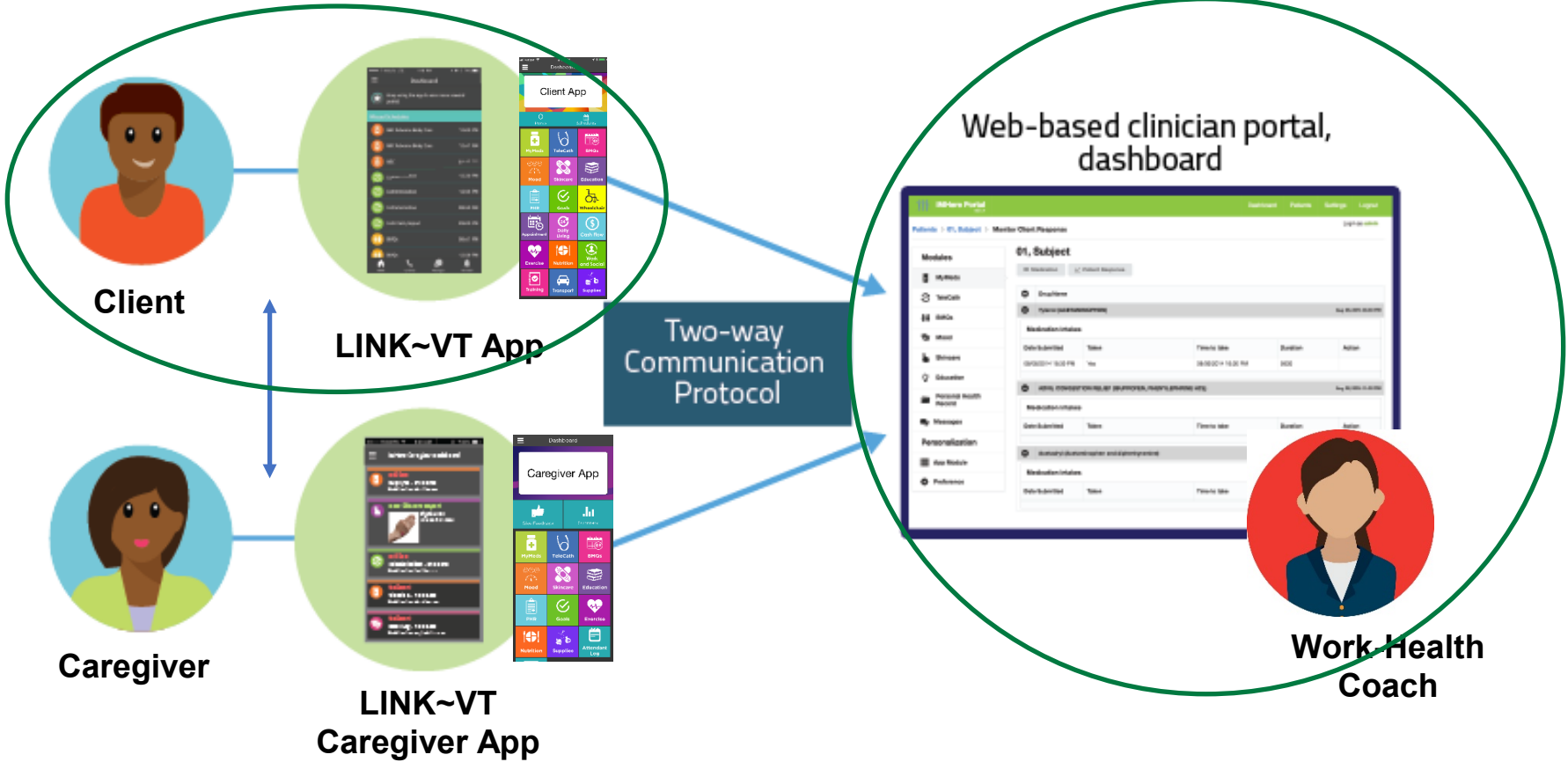
Improving care coordination through an interactive mobile health system



LINK-VT Mobile Health System

Identified gap: Work-Health Coaches' difficulty communicating with worker participants

Solution: Mobile health system to support client self-care, care coordination, and streamlined communication

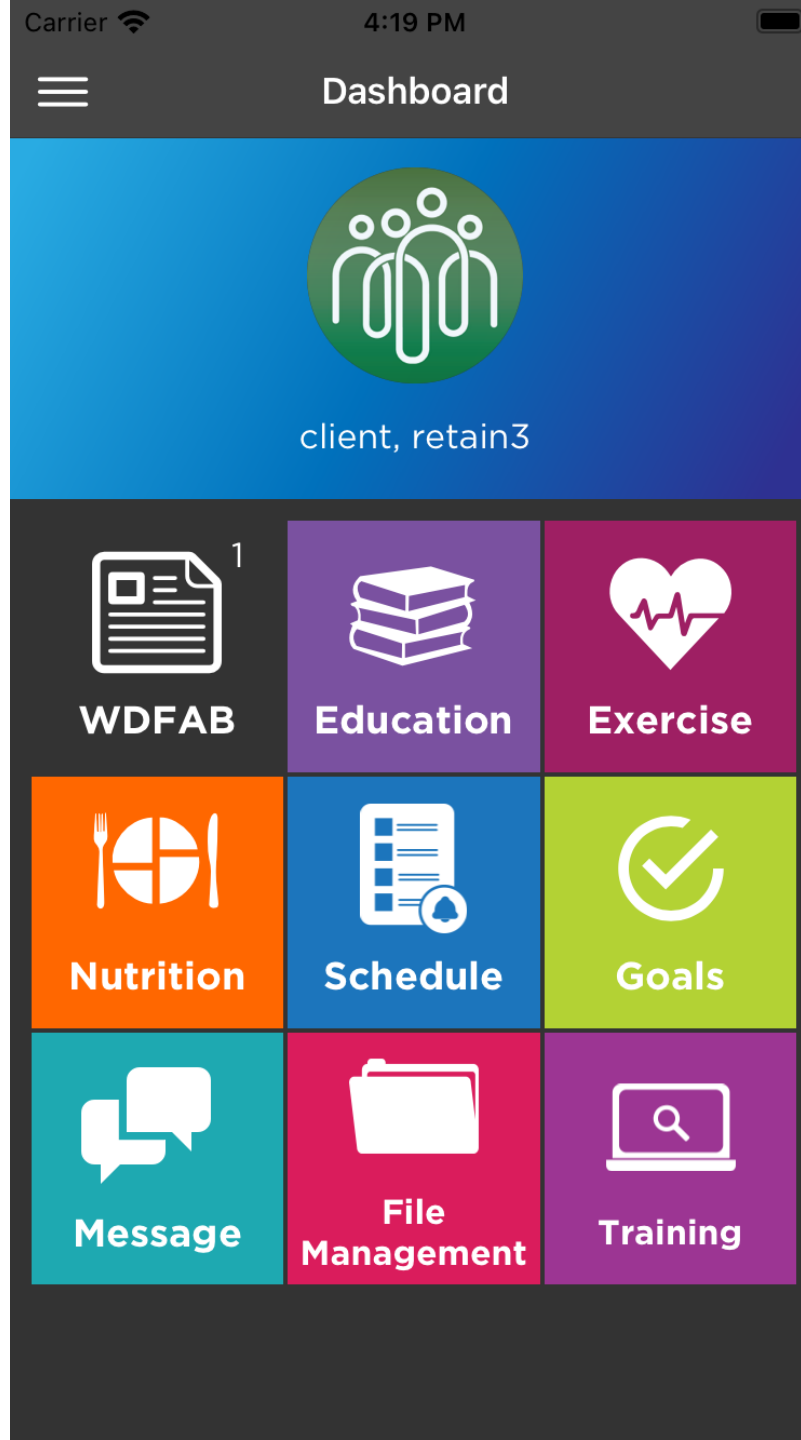


LINK-VT Mobile Health System

LINK-VT supports participants and caregivers in:

- Sending and receiving *secure messages* with Work-Health Coach
- Saving important *files*
- Creating *schedules* and sharing with Work-Health Coach
- Keeping track of *appointments*
- Creating and tracking *goals* and sharing with Work-Health Coach
- Tracking *self-management activities* (e.g., exercise, nutrition, etc.)
- Accessing *educational materials*
- Accessing standardized and tailored *resources*
- Completing *questionnaires*

LINK-VT App Dashboard



Communicate With Work-Health Coach

Carrier 6:04 PM

Compose Message

To:

Recipient

Subject:

What this message is about?

Priority: ! !! !!!

Message:

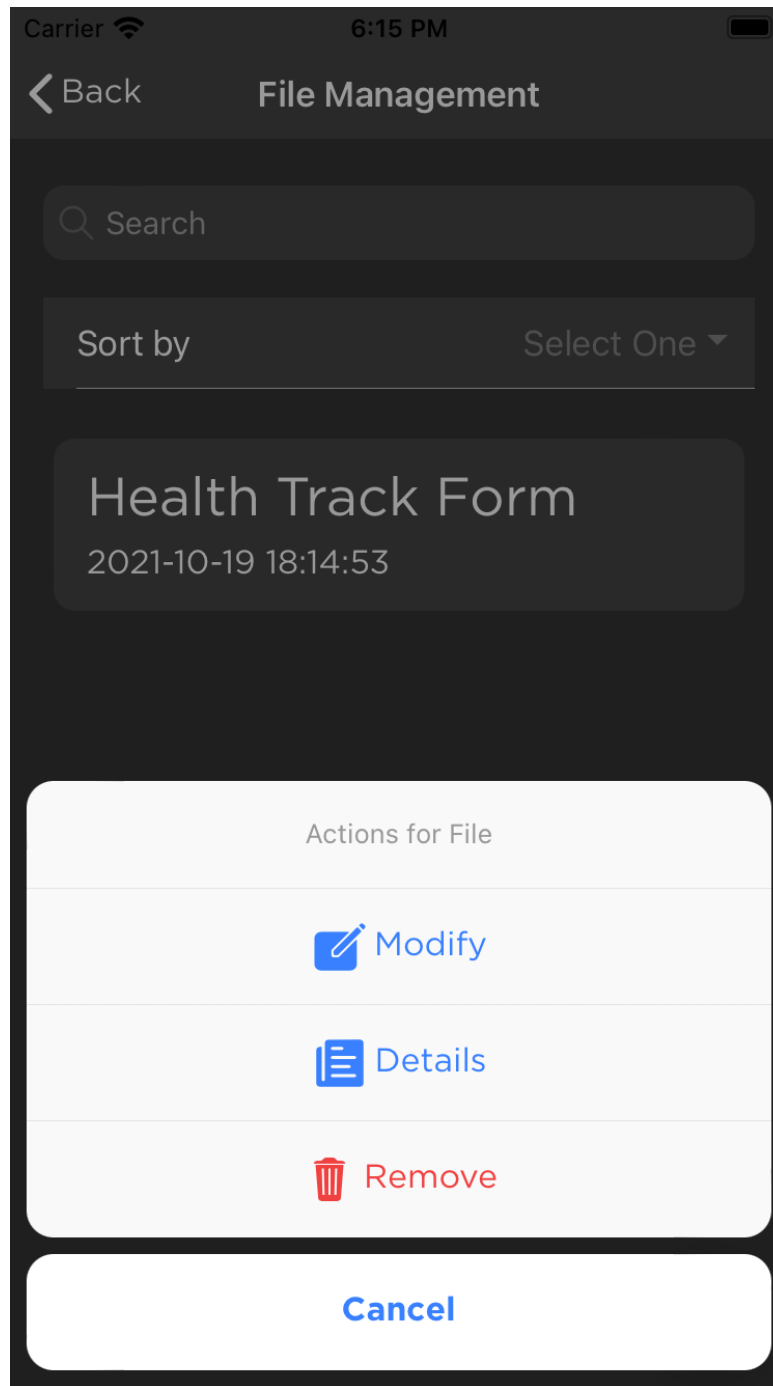
Type your message here ...

SEND

Cancel



Save Files



Create Schedule and Share With Work-Health Coach

Carrier 6:03 PM

Schedule

Repeat:

Onetime Weekly

Time:

06:05 PM

Start Date:

Oct 19, 2021 - Tuesday

Notes:

notes

SAVE

Cancel

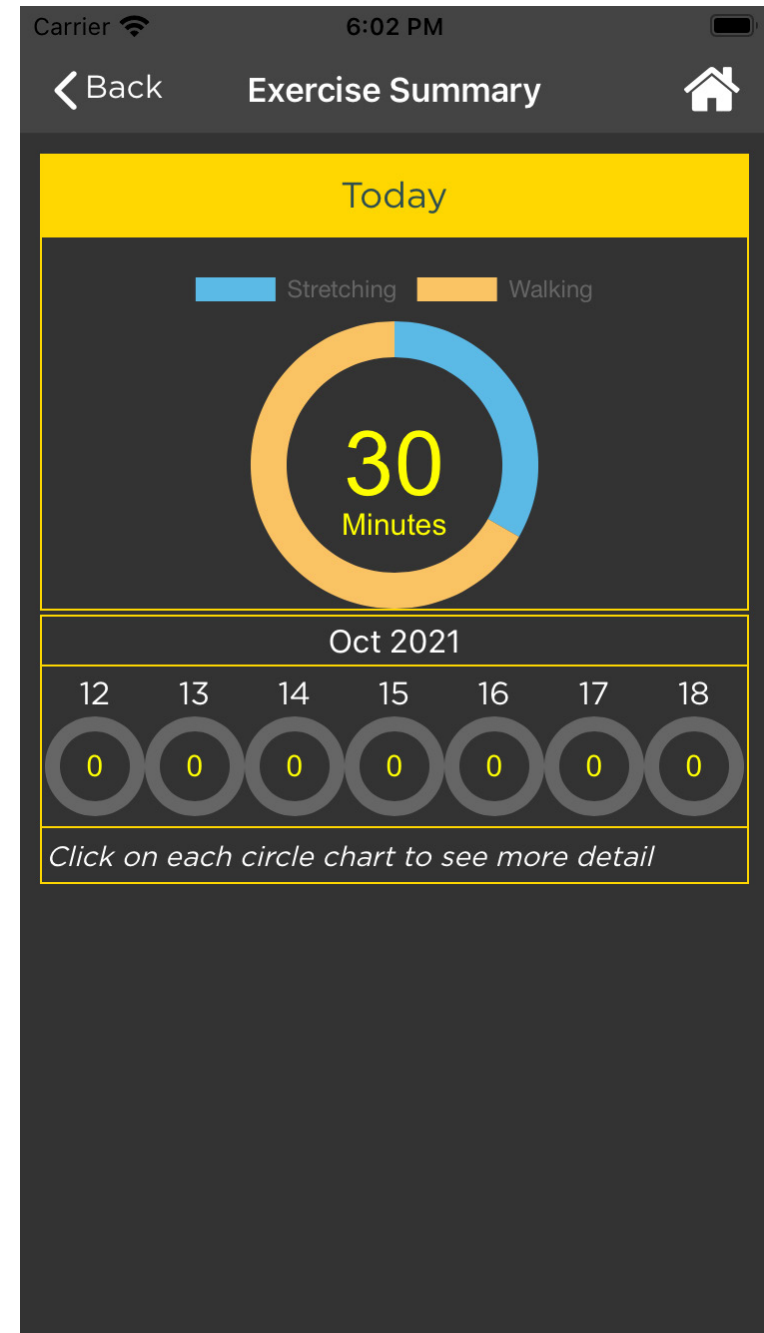
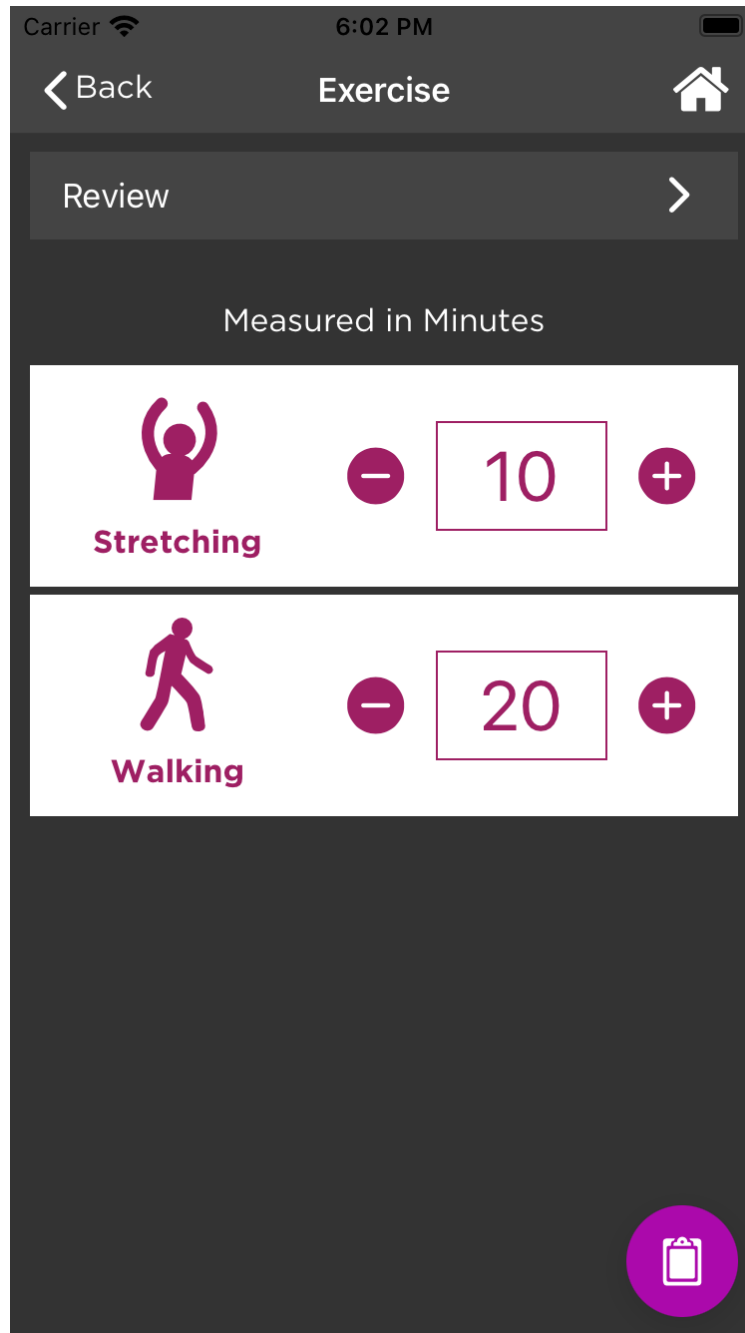
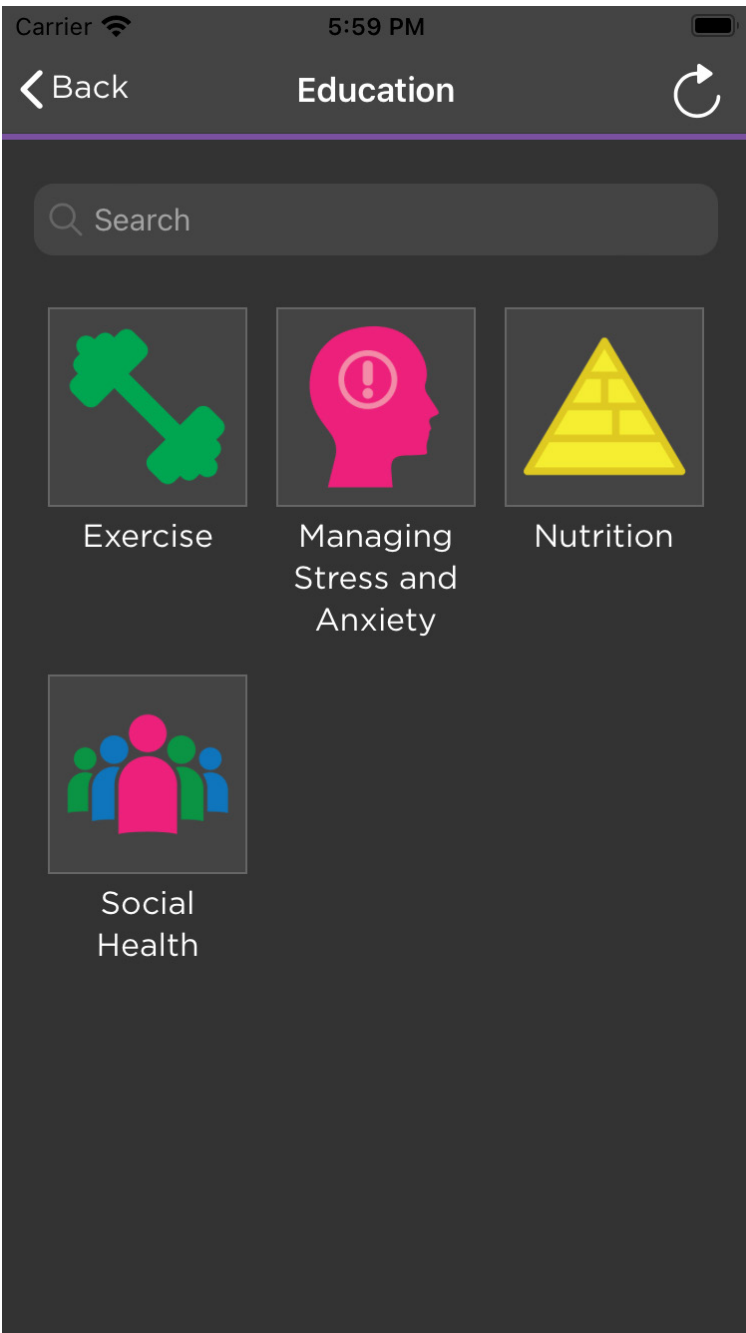
Carrier 6:02 PM

< Back Schedules

05:00^{PM}
2021-10-22

Meet the doctor

...



Carrier 6:04 PM

Add New Goal

Type ?

CHECKLIST >

Goal

Type your goal

Sub Goal +

Optional

Due At -

Carrier 6:04 PM

< Back My Goal List Home

Goal Archive

Drink 8 cups a day

Progress Rating: ★★★★★★☆☆

Goal Options

Complete my required check forms on time

Action for Goal

- ✎ Modify
- 📄 Review
- ✎ Rate Progress
- 🗑 Remove

Cancel

Carrier 6:03 PM

< Back My Goal List Home

Goal Archive

Drink 8 cups a day

Progress Rating: ★★★★★★☆☆

Goal Options

Complete my required check forms on time

Progress Rating: ☆☆☆☆☆☆☆☆☆

Goal Options

Be presence to the rehab program in regular

Progress Rating: ☆☆☆☆☆☆☆☆☆

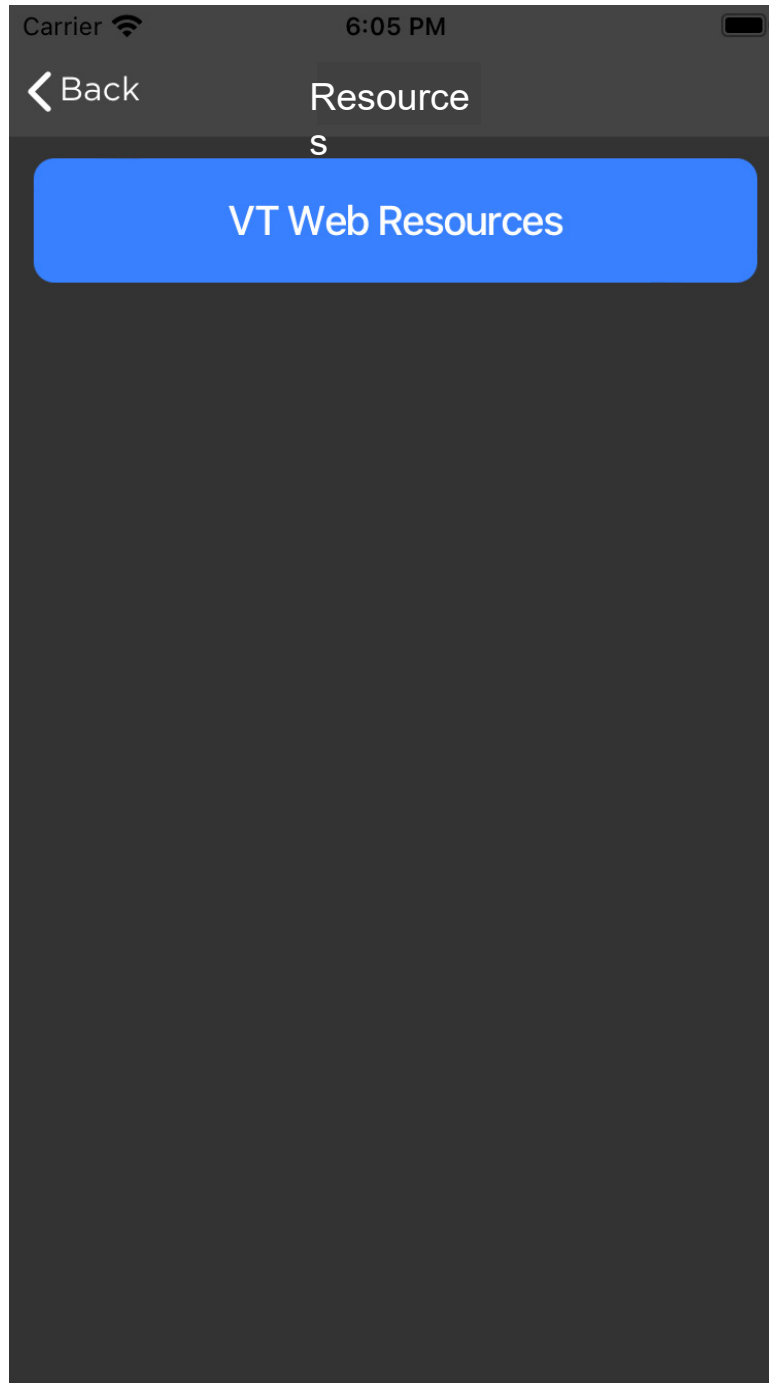
Goal Options

Drive to work more frequently

Progress Rating: ☆☆☆☆☆☆☆☆☆ +

Goal Options

Access Standardized and Tailored Resources



Provide Information to Work-Health Coach: Work-Disability Functional Assessment Battery (WD-FAB)

Carrier 5:58 PM

< Back WDFAB

Waiting to be completed

Oct192021634 Start

Completed

Carrier 5:59 PM

< Back WDFAB

WDFAB Survey

3. I usually use a walking aid (cane, crutches, walker) *

All the time

Sometimes

Never

Previous Next

Training Grant Program

Engaging employers and enhancing services using a grant within a grant approach



Vermont RETAIN Project Diagram

Best practices, sustainability, equity, and continuous quality improvement are part of all our programs.

Training and Development Program (for providers, employers, workers, RTW professionals, and other stakeholders)

- Free and accessible learning platform to fill gaps in knowledge
- Education conference
- Training grants to fill gaps in services

Early Return-to-Work Program (for clinicians and workers based in care coordination)

- Early communication
- Strength-based coaching
- Resources and education
- Connection to health & employment services

Enhanced services

Worker SAW/RTW Services
For all types of work-limiting health conditions

Connection to services

Training Grant Program

To increase availability and use of needed RTW services

- Employer training grants
- Provider training grants
- Community training grants
- COVID-related training grants
- Other based on identified needs



Assessment of needs
Seed funding
Training (didactic and hands-on)
Mentoring

Proposed training grant topics:

Employer-based:

Employer peer mentoring program
Functional job descriptions
Resilient workplaces

Provider-based:

Expand Community FRP
Multidisciplinary RTW assessments

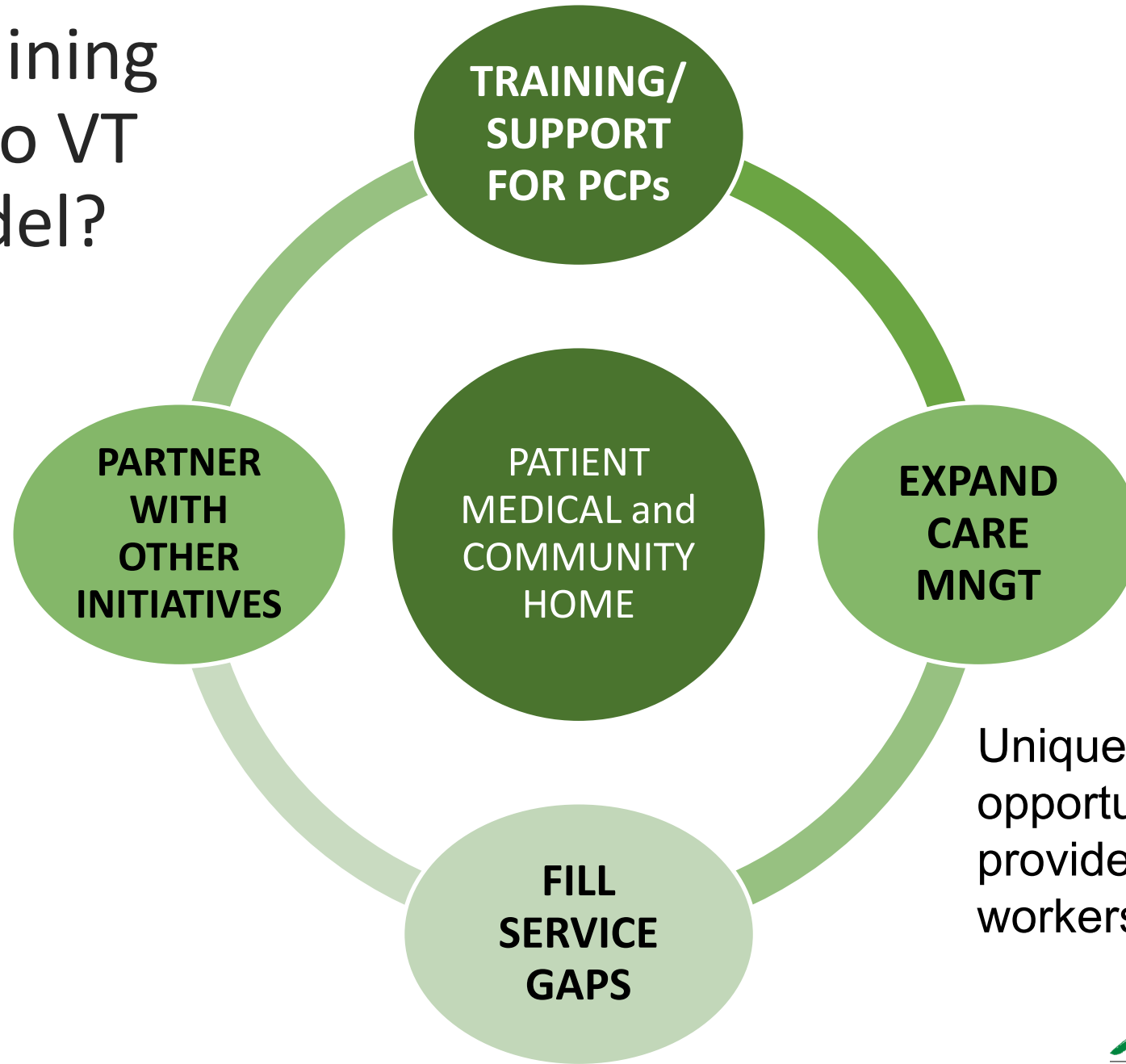
Community-based:

Expand Reading Works
Expand LINK-VT

Training Grant Focus Areas Identified by...

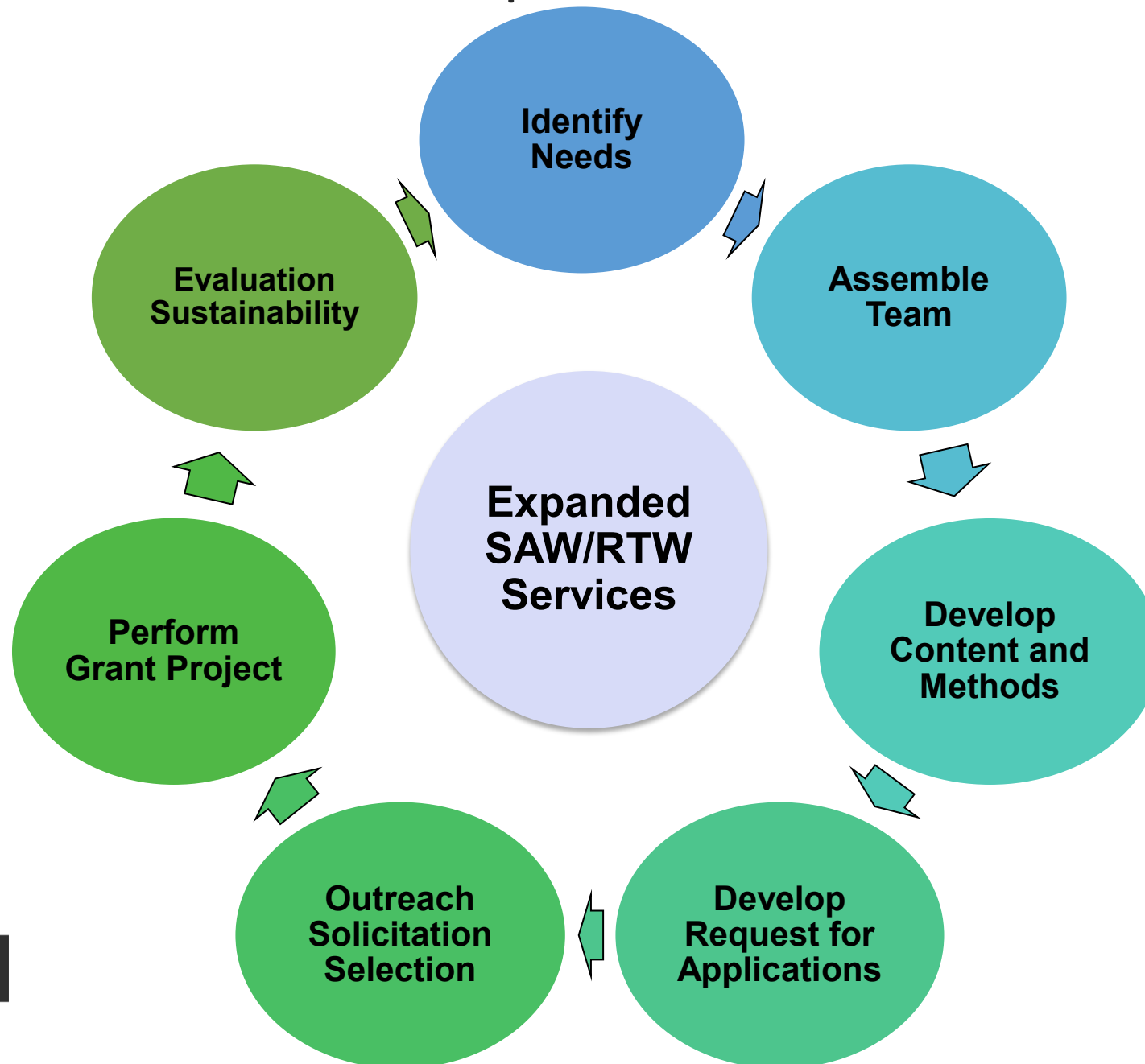
- Needs assessment analysis conducted in Phase 1
- VT RETAIN Work-Health Coaches in Phases 1 and 2
- Input from partners, advisory board members, and stakeholders
- Input from subject matter experts
- Informed by evidence-based publications, research, and current events

Where Do Training Grants Fit Into VT RETAIN Model?



Unique collaboration opportunities for providers, employers, and workers

Grant Cycle: From Need to Expanded SAW/RTW Service Capacity



Training Grants Offer Grant Recipients Free Access to.....

- Resources, tools, multidisciplinary training teams, subject matter experts
- Training modules and curricula founded on evidence-based practices, SAW/RTW best practices, value-based service delivery, “hands-on” case-based training, ongoing mentoring
- Outcome and evaluation pilot data that can be leveraged to facilitate outreach, promote visibility, foster new collaborations, increase stakeholder engagement, and support new funding opportunities to continue initiatives beyond the conclusion of the training grant period
- Structured support and expertise for developing sustainability plans to continue to grow work disability prevention initiatives

Partner Involvement and Leveraging Resources.....

- Technological infrastructure—learning platform and telehealth/video conference sites
- Provider and employer networks—to support marketing and outreach
- Linkage to training incentives—CEU/CME's, Total Worker Health, and Resilient Workplace initiatives
- Expertise, leadership, and staff development resources

Some Examples:

Vermont Cooperative for Practice Improvement and Innovation's network of mental health professionals and education resources will support mental health-related employer training grants. VCPI's Canvas learning platform will host VT RETAIN's training materials.

Recovery Vermont, a statewide network of Recovery Centers and home to the Vermont Recovery Coach Academy, one of the country's first Recovery Coach training and certification programs, will support recovery-related employer training grants.

Northern Vermont University is partnering with VT RETAIN so that training grant recipients and worker participants can access SAW/RTW services and training through NVU's statewide network of telehealth and video conferencing portals.

Vermont Department of Health is partnering with VT RETAIN to develop a Total Worker Health train-the-trainer program and to support worksite wellness, chronic disease, and safety programming in our employer training grants.

Invest EAP is working with VT RETAIN to integrate our employer training grant program with their resilient workplace certification initiative.



VT RETAIN Phase 2 Timeline

(May 17, 2021–April 30, 2025)

Months 1–6	Months 7–12	Months 13–18	Months 19–24	Months 25–30	Months 31–36	Months 37–42	Months 42–48
Admin start-up	Full operational support						Grant closeout
Study planning	Enrollment and RTW coordination for intervention practices					RTW coordination for control practices	
Training grant planning	Training grants cycle 1		Training grants cycle 2		Training grants cycle 3		
		Develop and distribute training modules					
Education conference planning		Education conference				Launch sustainable RETAIN program	
		Sustainability					
				Equity and accessibility			
				Continuous quality improvement			
		↑		↑		↑	
May 2022		May 2023		May 2024			



Discussion and Questions

What topics would you include in the app or training grant program?

Thank you!

Advice? Questions? Comments? Feedback? Suggestions?
Contact us any time at Christine.Geiler@vermont.gov

Minnesota Retaining Employment and Talent After Injury/Illness Network (MN RETAIN)



RETAIN's 1st Annual RETAIN Awardee Convening

November 2–4, 2021



Presenters



Nancy Omondi, MBA, MS, Director of Adult Programs, MN DEED; MN RETAIN State Director



Laura Breeher, MD, MPH, Chief, Section of Occupational Medicine, Mayo Clinic; MN RETAIN Medical Director



Cameron Sherrard, RETAIN Grant Coordinator, Workforce Development, Inc.



MN RETAIN Program Overview

Partnerships

- Department of Employment and Economic Development (DEED)
- Department of Health (MDH)
- Department of Labor and Industry (DLI)
- Mayo Clinic
- Workforce Development, Inc. (WDI)

Participant Eligibility

- 18+
- MN resident
- Works in MN
- Employed or currently in the labor force
- Any injury/illness impacting employment

Return-to-Work Case Managers (RTWCMs)

- Workers are guided through the uncertainty of recent injury/illness by Return-to-Work Case Managers
- Efficient and early coordination of health care services and employment-related support to help injured/ill workers remain in the workforce

Workforce Development, Inc.

- Workforce Development, Inc. (WDI) is a private, nonprofit agency dedicated to developing and advancing the workforce through the 10 area offices located in Southeast Minnesota.
- WDI works with every population in the region from youth to adult to dislocated workers and employers.
- Dedicated to working with communities and individuals who face multiple barriers to meaningful and living-wage employment.
- MN Workforce Partner during Phase 1.
- Provides employment services to RETAIN participants.



Available Services

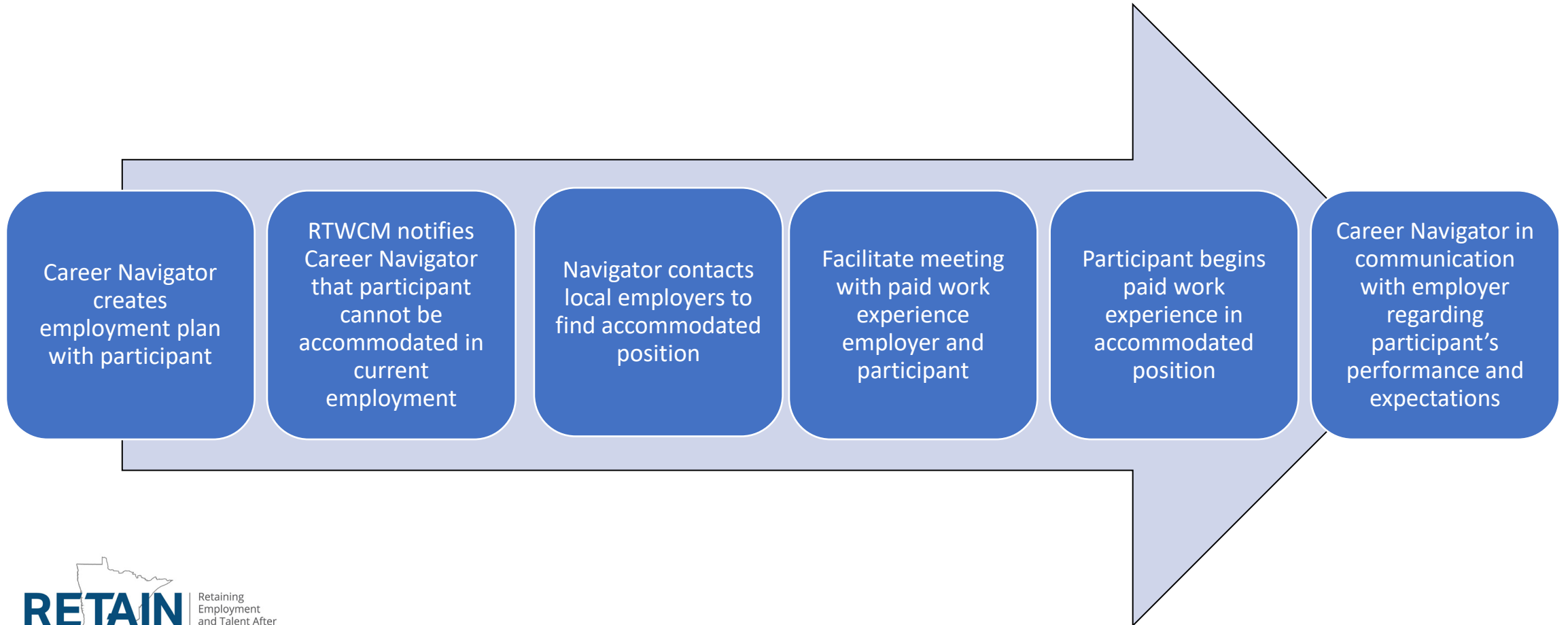
Each RETAIN participant is unique, each participant develops a personalized plan with WDI Career Navigator

- Career and skill assessments
- Resume/job skill training
- Provide access to paid work experiences
- Facilitate career transitions
- Career planning/counseling/coaching
- Referrals to additional employment programs (DW, MFIP, Youth, etc.)
- Additional resources local to the participant

Paid Work Experience

- Planned, structured learning experience that takes place in a workplace for a limited period of time
- Temporary job placement
 - If work restrictions prevent participant from returning to current employment initially following injury/illness
- Up to 200 hours of paid temporary employment (max 29 hrs/week)
- Pay based on prevailing wages for chosen occupation/employer
- Employer provides accommodated position so participant can remain engaged in the workforce and continue to earn wages

Paid Work Experience Process



Role of RTWCM and Career Navigators

RTWCMs:

- Identify a participant need for career services
- Send participant referral to Career Navigators
- RTWCM continues to have communication with Career Navigator and participant throughout the process of work experience

Career Navigators:

- Build a portfolio of employers who may be interested in paid work experience with Outreach Specialist
 - Outreach Specialist provides outreach to local businesses and nonprofit organizations, helping them understand the value of paid work experiences
- Identify and place participants; facilitate communication between employer and participant
- Support participant to ensure successful outcomes

Benefits for Workers

- Work in a setting that meets their accommodation needs
- Stay active in the workforce
- Continue earning wages
- Build confidence and self-esteem while they heal

Benefits for Employers

Communicates an organization's commitment to and value of employees

Retains valuable expertise of trained employees

Reduces staff turnover and training costs by retaining experienced, knowledgeable staff

Improves morale of employees supported in returning to work; improves productivity and employer/employee relations

Reduces lost time (short-term disability, long-term disability, Worker's Compensation) and medical costs

Gain the possibility of hiring the participant after their work experience has completed

Business helps the economic stability of the community; meet workforce needs

Phase 1 Case Review—A Success Story

- Participant needed accommodations allowing her to be seated at work.
- After outreach and an interview, the participant was placed at local organization as COVID Door Screener, which allowed her to remain seated.
- The local business utilized all 200 hours of paid work experience, which was a great benefit to them.
- It also greatly reduced the financial burden for the participant (prevented homelessness).
- The Career Navigator was able to assist the participant with stable housing and connections to local resources through the county prior to her exit from RETAIN.

Lessons Learned

- Importance of early employer outreach to develop a pool of interested, engaged employers who are willing and able to host paid work experience opportunities
- The importance of developing a solid relationship with each participant so their comprehensive employment plan reflects their career experiences, needs, and interests
- COVID impacted our ability to place individuals in paid work experiences

Acknowledgment of MN RETAIN Team

- Workforce Development, Inc. (WDI)
- Department of Health (MDH)
- Department of Labor and Industry (DLI)
- Mayo Clinic
- Department of Employment and Economic Development (DEED)



Thank you!

RETAINMN.DEED@state.mn.us

RETAIN WORKS

Retaining
Employment
and Talent After
Injury/Illness
Network



Dale Tower

RETAIN State Lead



Jodi Hearn

RETAIN Referral and
Enrollment Lead

“The meeting of two personalities is like the contact of two chemical substances: if there is any reaction, both are transformed.”

— Carl Jung



Advisory Boards



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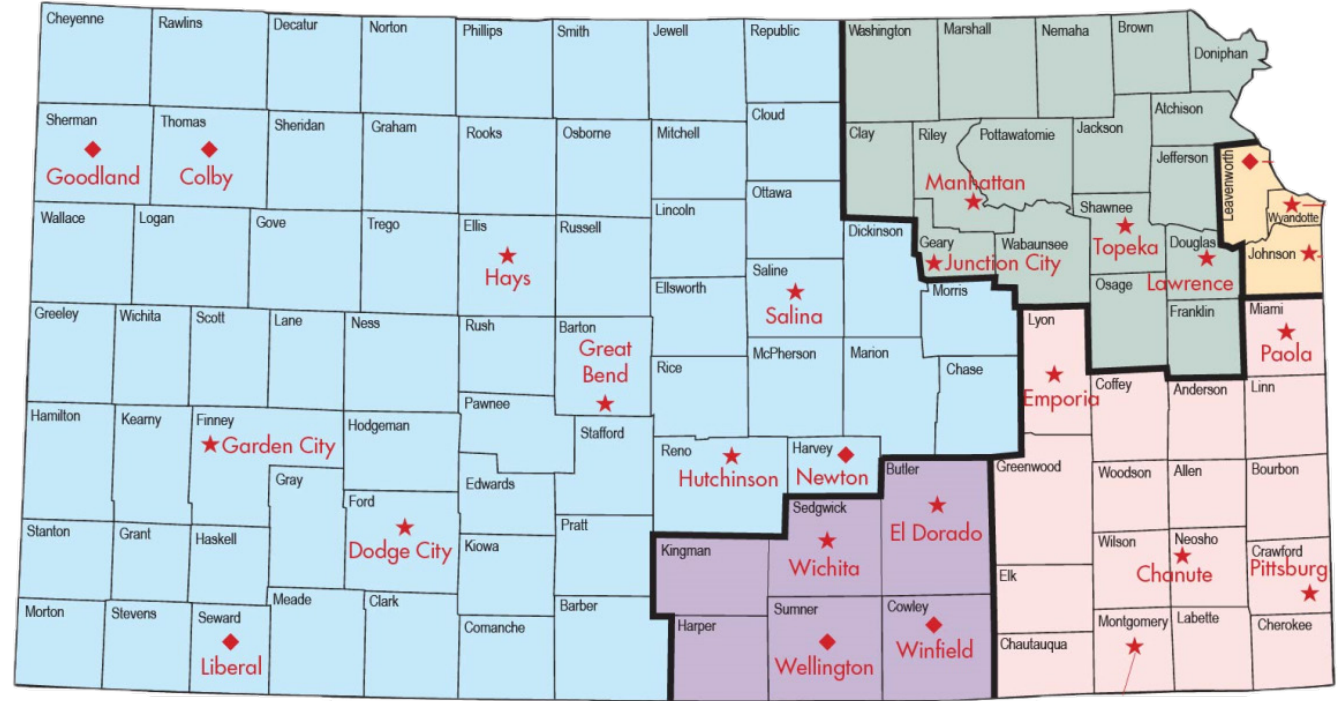
Expanding Partnerships

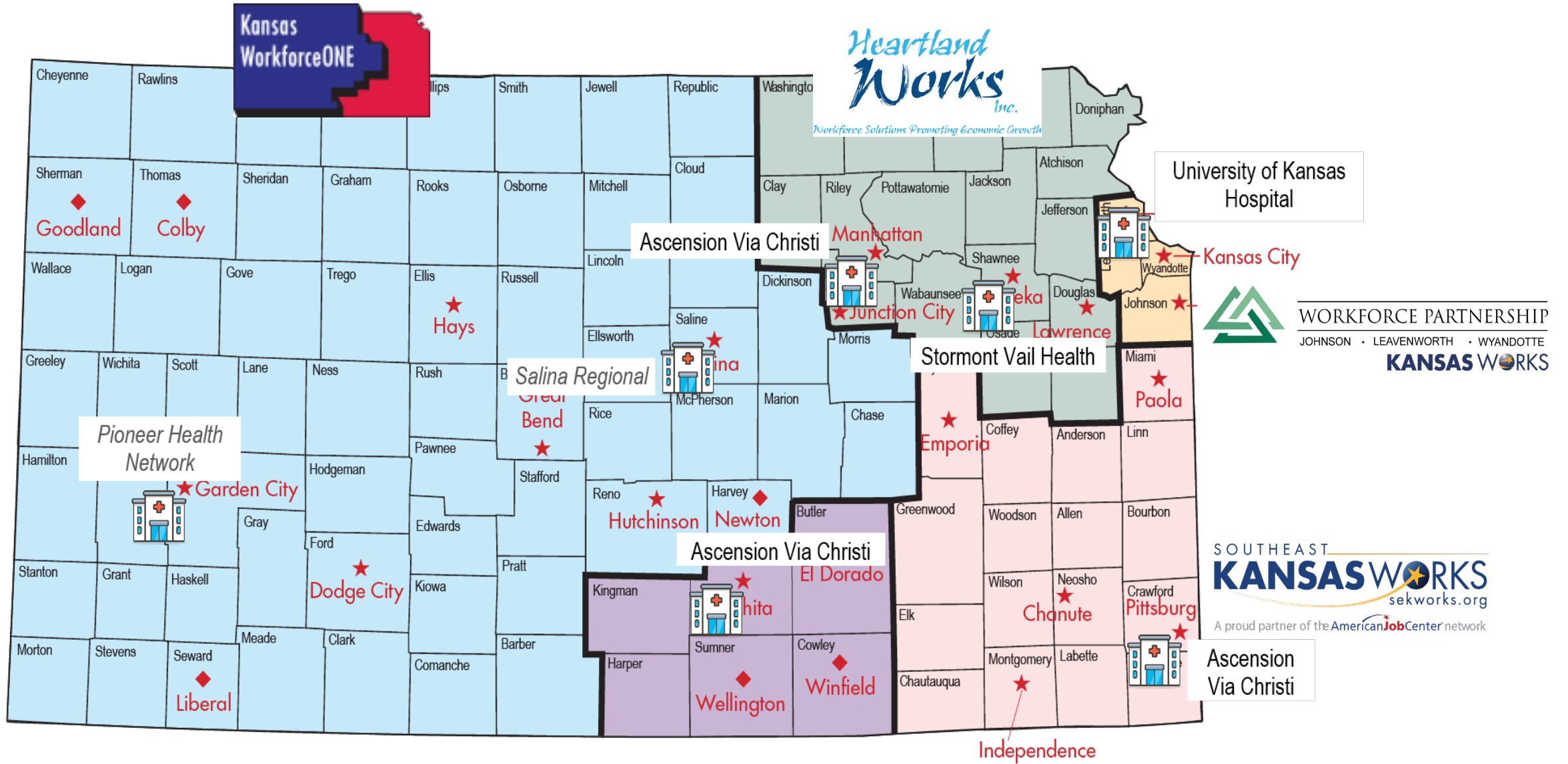


Kansas Business Group on Health



Mid-America Coalition on Health Care





WORKFORCE PARTNERSHIP
JOHNSON • LEAVENWORTH • WYANDOTTE
KANSASWORKS

SOUTHEAST KANSASWORKS
sekworks.org
A proud partner of the AmericanJobCenter network

Provider Recruitment and Enrollment

Provider Clinics Located Within the Rural Hospital

- **Dropped off outreach material**
- **Captured providers in the hall or cafeteria for follow-up**
 - Developed personal relationships
- **Scheduled meetings with office managers**
 - Took along outreach material for meeting takeaway

Provider Clinics Within the County

- **Google search all clinics located in the participating county**
 - Created contact list in alphabetical order
- **Mailed introduction letter**
 - Follow-up call
 - Sent faxed version addressed to office managers
- **Scheduled informational meetings during lunch breaks**

Transition to Ascension Via Christi (AVC)

- **Occupational Medicine**—internal provider group
 - Hub of the AVC program
- **Zoom and Teams meetings** with satellite branches
- **Larger scale hospital**—affiliated clinics
 - Ascension Medical Group provider clinics
 - Founders Circle Orthopedics
- **Surgeons affiliated with AVC**
 - AVC director to clinic director—set up introduction meeting
 - Staff email to plan meetings for providers and staff of clinic



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Challenges

- Developing a program and the referral process—what works and what doesn't
- Introducing a new program to clinics outside of the hospital walls (patient care not required by the hospital)
- Transition from small rural hospital to larger scale
 - Outside providers—vendor in system
 - Contractual agreements—essential started over with legal
 - Affiliation and one hospital to another
- Health care in general through peak COVID—no time for other programs

Questions?

Break

Peer-to-Peer Round-Robin

Round 1

Instructions: States will highlight a “problem of practice” or “issue of interest” of their choosing and lead discussion and thought partnerships for other RETAIN state teams.

Break

2:40–2:55 p.m. ET

Round Two

Instructions: States will highlight a “problem of practice” or “issue of interest” of their choosing and lead discussion and thought partnerships for other RETAIN state teams.

Round Robin Wrap-Up

Moving Forward: State Team/Participant Reflections

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Now and in Three

Instructions: Based on what you've heard over the last three days, what are:

- 1 or 2 considerations and takeaways you have for your role?
- 1 or 2 possible action steps/next steps for your state over the next 3 months?

Wrap-Up and Closing

Thank you for your Day 3 participation!

Please take a moment to complete this evaluation:

https://www.surveymonkey.com/r/Day3_RETAIN_Convening_11-4

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