RETAIN
Data Roundtable
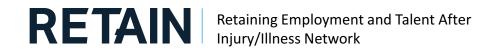# Community of Practice

Session 2

December 1, 2022

Disclaimer

This event is conducted by the American Institutes for Research (AIR) for the U.S. Department of Labor (DOL) Office of Disability Employment Policy (ODEP) and the 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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American Institutes for Research® (AIR®) Inclusive Meeting Guidelines

Hosting and Participating in Meetings

ENGAGE EVERYONE

BE HEARD AND SEEN

ACKNOWLEDGE SPEAKER

MAXIMIZE MICROPHONES

MINIMIZE NOISE

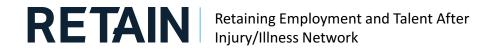**MAXIMIZE VISUAL DISPLAYS**

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If you have technical difficulties, please email us at RETAINTA@air.org and a team member will assist you.

Introductions

- Your name and RETAIN state
  - If new to the roundtable, include role/what you do on RETAIN

- Activity: Visualizations that make no sense
  - Pick one data visualization from the Jamboard and note one thing about that data visualization that is misleading, badly organized, or conveys a subliminal message
  - Jamboard link: https://jamboard.google.com/d/1nYY35CEmyrhiwzbKdSquPdH_UlLPOgwvldYblAsnqys/edit?usp=sharing

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MN RETAIN's PERFORMANCE TEAM

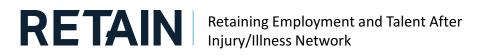**Amy Carlson – State Program Administrator Coordinator (today's presenter)**
- Oversees (at a high level) all data and case management type activities,
- Makes all required and requested changes to the WF1 database,
- Works with MN's Unemployment Insurance Division for Wage Detail,
- Is the final editor and submitter of MN RETAIN quarter reports
- Guides Arif's and Usha's work

Arif Shahriar – MN RETAIN's Management Analyst
- Assists with all data entry questions and alerts lead local area case managers on data errors,
- Provides reports on participants by request and owner of MN RETAIN's Dashboard,
- Responsible for our quarterly participant layout report

Usha Valappil – MN RETAIN's Evaluation Liaison
- Responsible for evaluating case management services and procedures
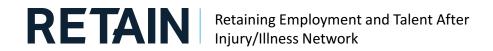- Responsible for finding, implementing, and tracking continuous quality improvement Projects

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MN RETAIN's CASE MANAGEMENT ACHIEVEMENTS

As of November 10, 2022

- Served participants residing in 184 cities throughout 54 of Minnesota's 87 counties
- Enrolled 269 Treatment Group and 264 Control Group participants

Of the 269 Treatment Group Participants

- ➢ 100% have disabilities impacting their ability to work
- ➢ 56% are Female
- ➢ 20% are BIPOC
- ➢ 100% have individualized plans developed
- ➢ 100% are receiving career counseling
- ➢ 59% are co-enrolled in RETAIN Workforce Services

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MN RETAIN's CASE MANAGEMENT SYSTEM DEMONSTRATION

- OFFICIAL SITE located here: https://www.mnworkforceone.com

- SANDBOX SITE for training purposes and demonstrations located here: https://sandbox.mnworkforceone.com

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MN RETAIN's CASE MANAGEMENT SYSTEM

Miscellaneous RETAIN Specific Services Tracked

Correspondence: Employer Communication
Correspondence: Healthcare Provider Communication
Correspondence: Participant Communication
Correspondence: Workplace Professional Communication
Healthcare Provider ID
Meeting with Employer
Meeting with Healthcare Provider
Meeting with Other Party
Received Ergonomic Assessment
Received On-site Job Analysis
Referral: Services Beyond RETAIN after 6 Months
Referred for Ergonomic Assessment
Referred for On-site Job Analysis
Referred to Non-RETAIN Services
Workplace Accommodation: Accessible Comm/Assistive Technologies
Workplace Accommodation: Modified Work Tasks
Workplace Accommodation: Other
Workplace Accommodation: Physical Change
Workplace Accommodation: Policy Enhancements
Workplace Accommodation: Technical Assistance
Workplace Accommodations Unavailable

Participant Activities Tracked

Apprenticeship
Assessment
Career Counseling
Classroom Training
Customized Training
Employability Assessment
GED Training
Individual Plan Development
Job Readiness Services
Non-Credentialed Training
OJT - Public or Private
Orientation
Paid Work Experience
Staff Assisted Job Placement
Staff Assisted Job Search in Area
Transitional Employment
Uncompensated Work Experience
Workforce Preparation and Education
Informational Brochure (CONTROL ONLY)

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MN RETAIN's CASE MANAGEMENT SYSTEM

Misc. Workforce One Guides Available

Advanced Search Saved Search User Guide
Appointments and Session Registration User Guide
Case Assignment
Dating Rules
EDS User Guide
eSignature Overview - Participant Guide
eSignature Overview - Staff Guide
Events and Sessions User Guide
Features and Functions
Getting or Changing Access to the WF1 Rewrite
How to Submit a Help Desk Ticket
How to Submit a WF1 Change Request
Reports User Guide
System-Generated Ticklers
Umbrella Rules
Program Administrator and Monitor Training User Guide
Programs Concurrent Co-Enrollment Chart
Roles and Responsibilities
Work Preferences and Talent Pool Search User Guide

Exit Reasons Tracked

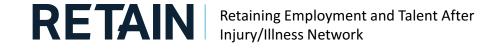| |
|---|
| Control Group |
| Did not Return to Work |
| Moved from Area |
| Refused to Continue |
| Returned to Different Job with Pre-Injury/Illness Empr |
| Returned to Pre-Injury/Illness Job |
| Returned to Work Different Empr, not Pre-Injury/Illness Empr |
| Workers Compensation (QRC) Assignment |

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MN RETAIN's CASE MANAGEMENT SYSTEM

Reports Available to Local Area Management and Case Managers to run as needed

Activity Detail	Change Request Detail	Follow-up Employment Detail
Activity Employment Detail	Co-Enrollment Detail	Follow-up Interval Detail
Activity Summary	Data Entry Timeliness Detail	Grant Information Detail
Case Exception Detail	Demographic Current Info Summary	Grant Information Summary
Case Transfer Detail	Demographic Summary	Job Experience Detail
Caseload Current Detail	Employment Occupational Classification Detail	Job Experience Summary
Caseload Current Program Summary	Employment Plan Detail - ETP	Long Term Participation Detail
Caseload Current Staff Summary	Employment Plan Past Due and Pending Detail	Long Term Participation Summary
Caseload Historical Detail	Employment Status Detail	Staff Tickler Detail
Caseload Historical Summary	Exit and Training O*NET Comparison Detail	Support Services Detail
Caseload Monitoring Detail	Exit Detail	Support Services Summary
Cases Open Past Funding Stream End Date Detail	Exit Summary	Training Detail

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Amy Carlson
State Program Administrator Coordinator
amy.carlson@state.mn.us

Arif Shahriar
MN RETAIN Management Analyst
Arif.shahriar@state.mn.us

Usha Valappil
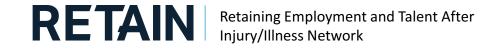## MN RETAIN Evaluation Liaison
Usha.valappil@state.mn.us

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Discussion Topics

Conducting CQI on recruitment when the health care provider is reluctant to share data

- What are good practices to enable the sharing of process and data between health care providers and the prime grantee?

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Discussion Topics

Any additional discussion topics that we would like to discuss today?

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Next Steps and Wrap-Up

1. Next CoP meeting – January 26, 2023

2. Volunteer facilitator for the next meeting

Complete the postevent survey or follow up with Christina via email (cjones@air.org) with any additional meeting topic suggestions.

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