

# RETAIN Return to Work Coordinators Community of Practice

*April 23, 2024*



**RETAIN**

Retaining Employment and Talent  
After Injury/Illness Network

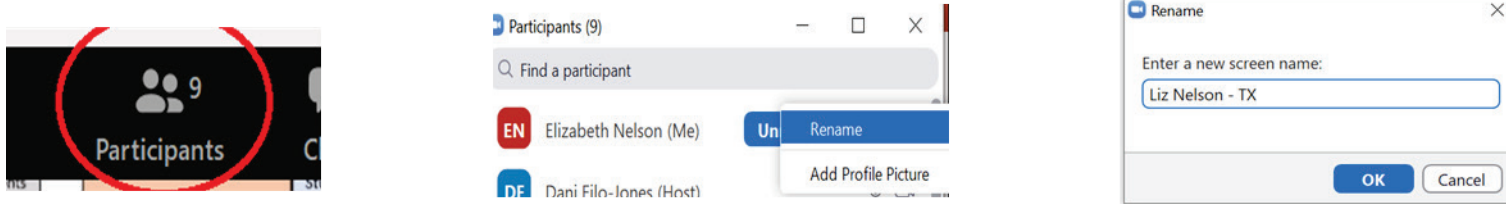


# Disclaimer

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.

# How to Participate Using Zoom

- Help with tech problems:
  - Use the chat box throughout the session to communicate your tech problems. If needed, raise your hand and we'll call on you.
  - You also can communicate by email at [RETAINTA@air.org](mailto:RETAINTA@air.org).
- Renaming yourself in Zoom
  - **To add your state abbreviation to your name**, find your name under “Participants,” click “More” beside your name, and select “Rename.”



- Other helpful Zoom features:
  - To access closed captioning, click on the CC feature at the bottom of the Zoom window.

# Meet the Facilitator



**Darcee Simon**

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*AIR*

*RETAIN TA Coach*

[dsimon@air.org](mailto:dsimon@air.org)

# American Institutes for Research<sup>®</sup> (AIR<sup>®</sup>) Inclusive Meeting Guidelines



ENGAGE EVERYONE



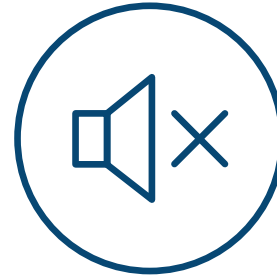
BE HEARD AND SEEN



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](mailto:RETAINTA@air.org) and a team member will assist you.*



# Icebreaker Poll

Vote for the picture that most represents your job today.

A



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B



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C



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D



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# Agenda

- Welcome & Icebreaker
- Meeting Logistics
- State Introductions
- RWTC CoP Purpose and Norms
- Discussion and prioritization of CoP topics of interest
- Wrap-up

Engaging in today's meeting:



# State Introductions

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# State Team Introductions

1. State team members can introduce themselves in the chat.
  - Name, organization, RETAIN role and how long have you been with your state's RETAIN team?
2. One representative will unmute to share any state-specific context about your RTW Coordinator roles that may be helpful for the group to understand.
  - What key challenges or topics of interest is your team bringing to the RTW Coordinator CoP today?

## State Roll Call

- Kansas
- Kentucky
- Minnesota
- Ohio
- Vermont

# Return to Work Coordinator (RTWC) Community of Practice (CoP) Purpose and Group Norms



# Community of Practice (CoP) Goals

The purpose of the community of practice is for you and other return to work coordinators (RWTC) to learn from and support each other by:

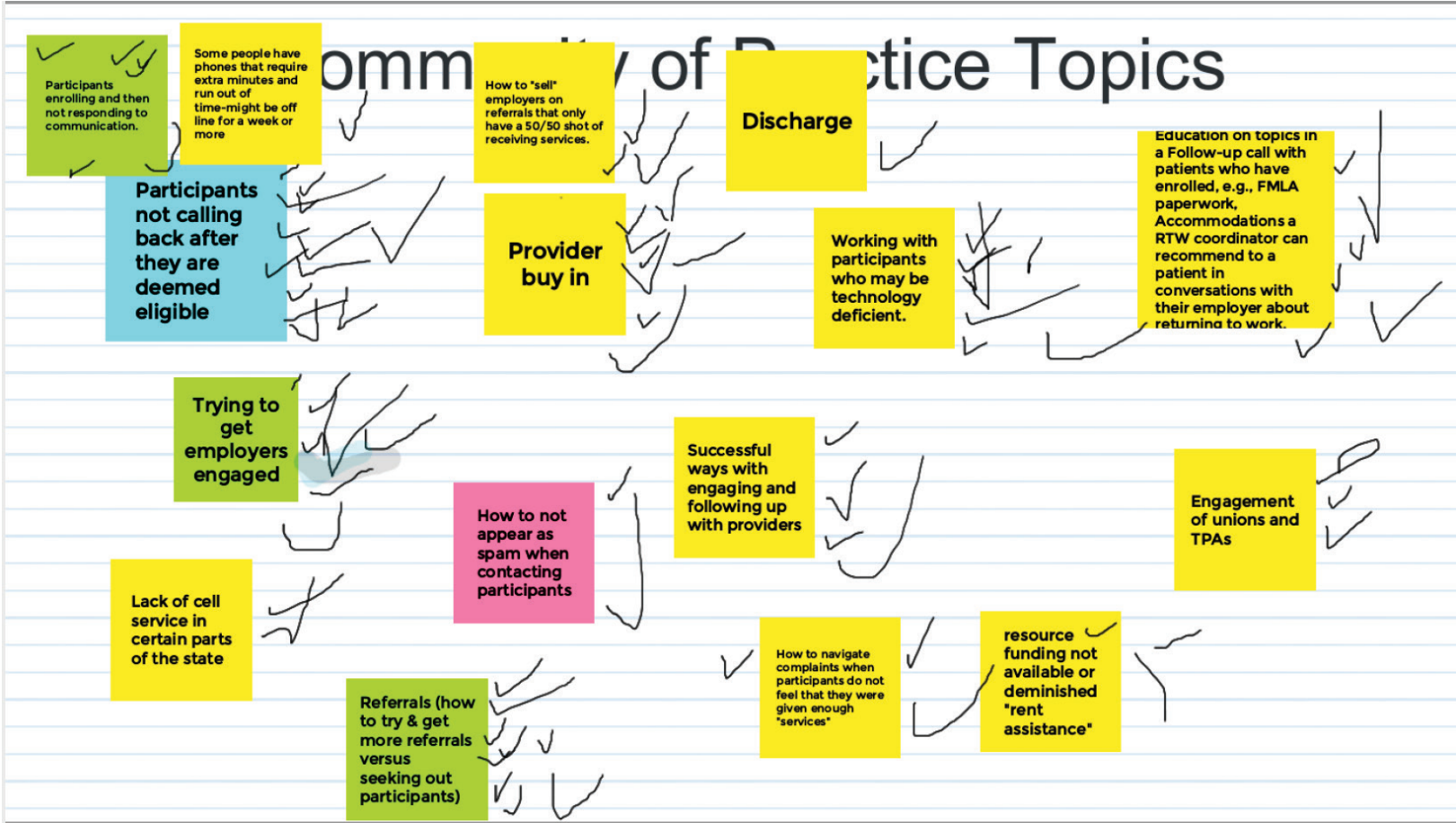
- connecting and building relationships
- sharing what is working well for you and lessons you have learned
- getting new ideas to overcome challenges you are experiencing
- receiving support and information relevant to your work

## RTWC CoP Norms

- Be present, participate, and be engaged
- Embrace diverse perspectives
- Share the air
- Assume positive intent/goodwill
- Respect what is shared
- Commit to confidentiality
- Partnership & working as a team regardless of employer

# Prioritizing our CoP Topics

# Topics of Interest from previous CoP

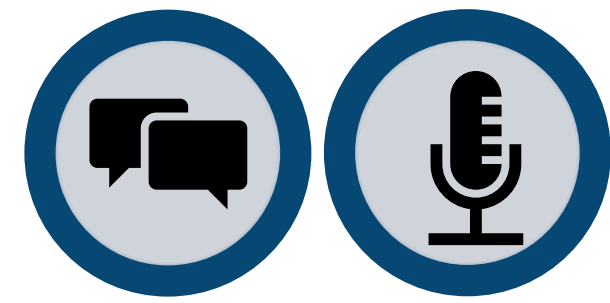


# Priority Categories





# Processes and Strategies



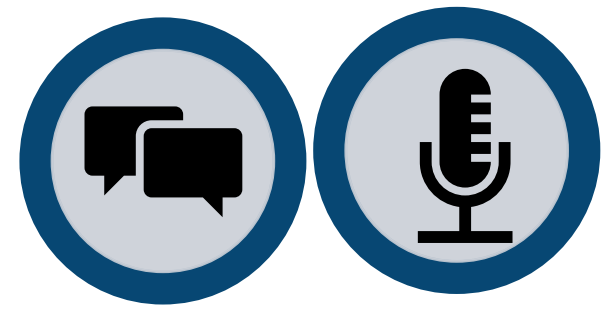
## 1. Referrals (how to try and get more referrals versus seeking out participants )

## 2. Keeping participants engaged

- Previous CoP topics: **Participants enrolling and not responding to communication**, how to not appear as spam when contacting participants
- Barriers to participant engagement: not responsive, disengage when not eligible for support services/no tangible gain
- Balancing participation between Healthcare side and WF side when already employed

## 3. Role of RTW Coordinator in effective discharges (warm handoffs to partners, challenges, potential follow-up)

# Participant Needs

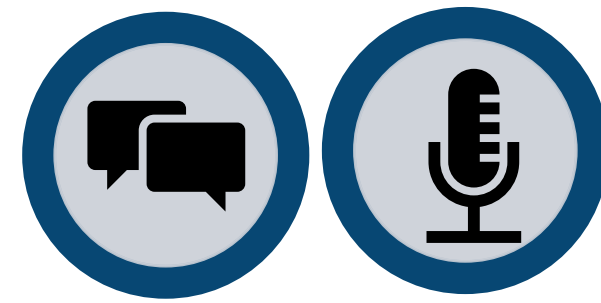


1. **Working with participants who may be technologically deficient (now a low priority)**
  - Some people have phones that require extra minutes and run out of time
2. Resource funding not available or diminished rent assistance
3. **Supporting resources for participants**
  - **Previous CoP topic: Education on topics in a follow up call with patients who have enrolled (e.g., FMLA paperwork, accommodations, etc.)**
  - Assisting patients through the ADA process of filing for accommodations
  - Identify additional educational options and/or further job goals and confidence – understanding additional grants the government can assist with (tools and resources), FSA applications, thinking outside the box

*Bold responses received a high number of votes in previous CoP meetings.*

*Highlighted topic was identified as top highest interest priority.*

# Employers & Other Partners

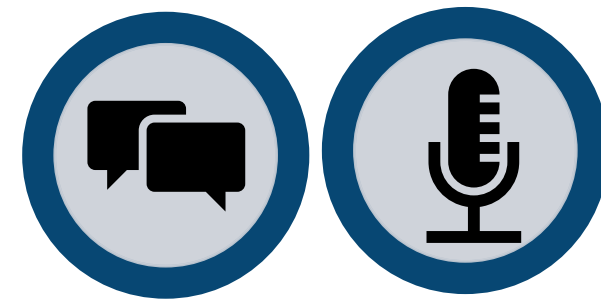


1. How to sell employers on referrals that only have a 50/50 shot of receiving services.
2. How to navigate companies when participants feel they were not given enough services
3. **Engaging employers**
  - Challenges/barriers to employer engagement: employers not willing to participate with WF staff, participants not wanting RETAIN to speak with employers (fear of being let go if employer finds out they need accommodations),
  - Leveraging unions as a contact to employer/advocate to program (more responsive)
  - How to add RETAIN as a benefit package for the employer

*Bold responses received a high number of votes in previous CoP meetings.*

*Highlighted topic was identified as top highest interest priority.*

# Providers



## 1. Provider engagement

- Successful ways of engaging and following up with providers
- Engaging the support team that works with the provider
- Looking at providers as employers, buy-in

# Prioritization Poll



# Wrap Up & Next Steps

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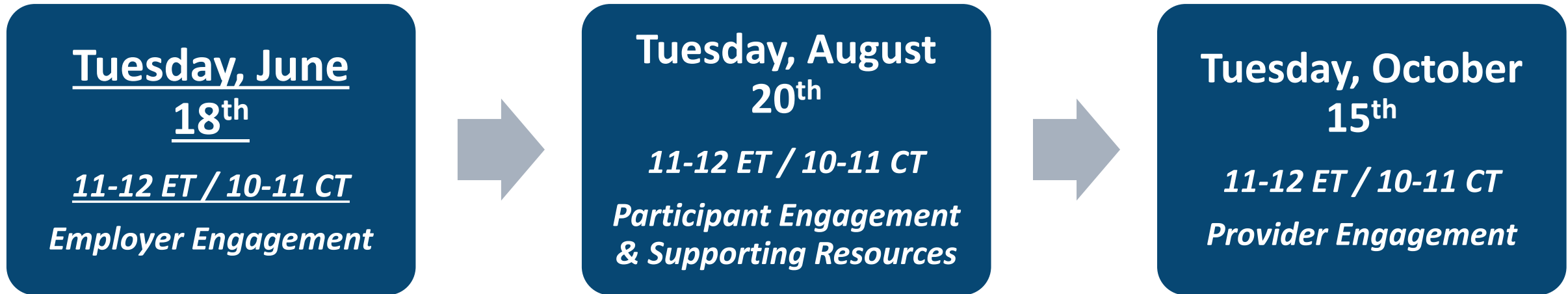


Thank you!

Please share your feedback on today's session.

<https://www.surveymonkey.com/r/JMDGZFX>

# Upcoming Meetings



# RETAIN Online Community Resources

The screenshot displays the RETAINTA.org website interface. At the top, a navigation bar includes the site name 'RETAINTA.org' and several menu items: 'Home', 'About RETAIN TA', 'ROC Topic Pages' (with a dropdown arrow), 'Calendar', 'Webcasts, Podcasts, and Live CoPs', and 'Peer-to-Peer Exchange'. On the left side, a vertical sidebar menu is visible, with the top item 'Webcasts, Podcasts, and Live CoPs' highlighted in blue. Below this, the sidebar lists 'Webcasts', 'Podcasts', 'Live CoPs', 'Home', and 'Calendar'. The main content area on the right features a large heading 'Webcasts, Podcasts, and Live CoPs' and a breadcrumb trail 'Home / Areas / Webcasts, Podcasts, and Live CoPs'. Below this, there is a large, light blue placeholder text 'Webcasts, Podcasts, and Live CoPs'.

<https://retainta.org/>