

Retaining Employment and Talent after Injury/Illness Network (RETAIN)



Minnesota RETAIN Leadership Team

Minnesota Association of Workforce Development Boards (MAWB) Job Seeker Services, June 16, 2021



MN RETAIN Program Goal

Increase employment retention and labor force participation of ill and injured individuals; reduce long-term work disability

Background

Phase I Pilot:

- Strategic multi-disciplinary partnerships
- Focused on Southeastern MN
- Workers were guided through the uncertainty of recent illness or injury by Return-to-Work Case Managers (RTWCMs)
- Efficient and early coordination of healthcare services and employment-related support to help ill or injured workers remain in the workforce

Funding:

- \$3.5 Million



Phase I Accomplishments

- 150 workers enrolled
- Strong, collaborative partnerships
- Development of new data protocols and Workforce One custom program
- Embedding Return-to-Work Case Managers (RTWCMs) into the clinical practice
- Employer Engagement (Southeast Minnesota)
- Phase II Award (\$19.5M)

Overview of Phase II

Goal:

- Enroll 3,200 workers
- Program expansion statewide

Funding:

- \$19.5 Million

Focus Area/s:

- Underserved and underrepresented communities, both disproportionately hurt by the COVID-19 pandemic

Statewide and Local Leadership

- Department of Employment and Economic Development
- Minnesota Department of Health
- Department of Labor and Industry
- Workforce Development Inc.
- Mayo Clinic



Participant Eligibility & Program Services

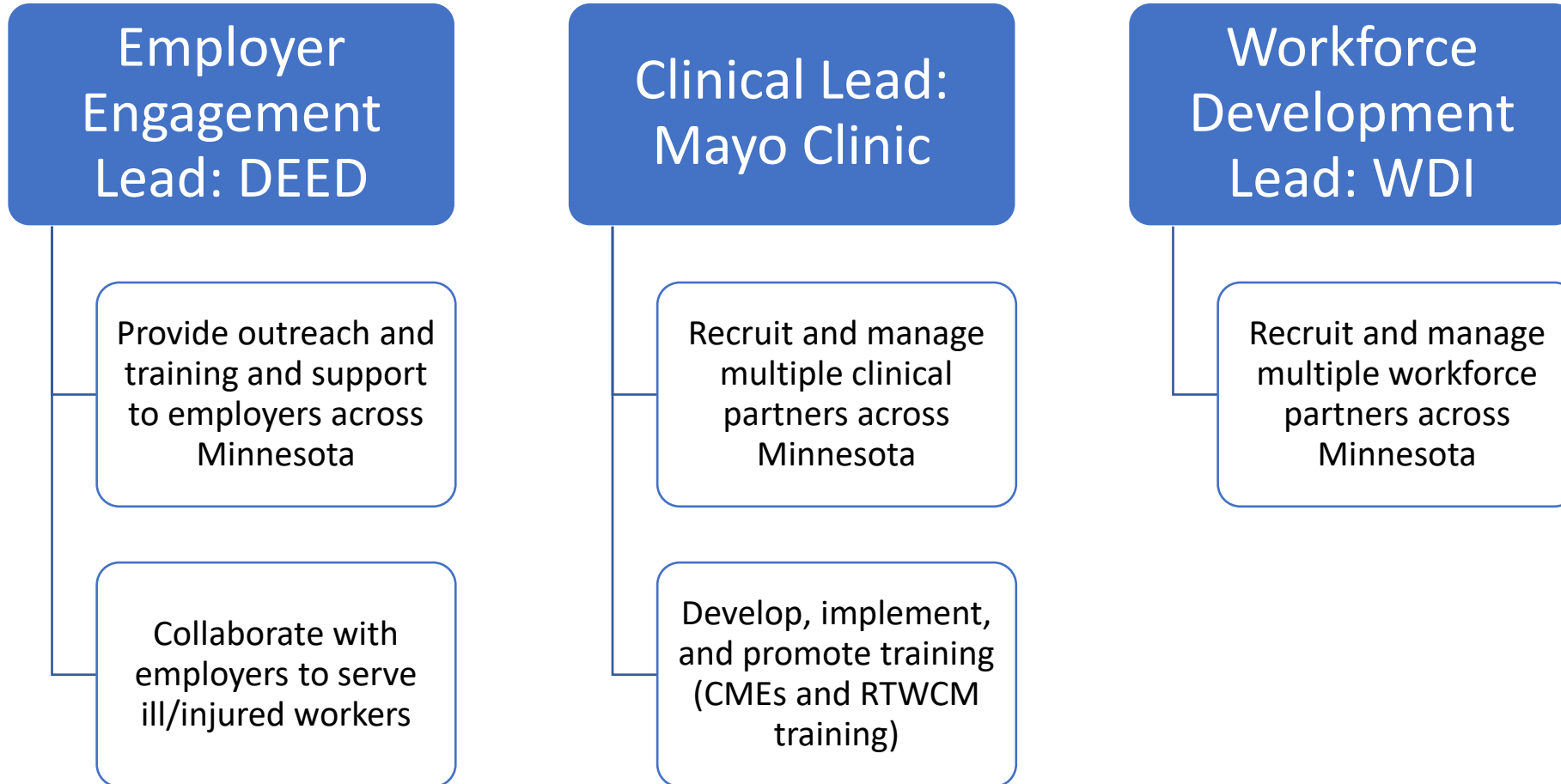
Eligibility:

- 18 years of age or older
- Live and work in Minnesota
- Has a work-related or non-work-related (personal) injury or illness that acutely affects employment including exacerbation of pre-existing conditions
- Employed or looking for employment

RETAIN Services:

- A dedicated RTWCM to facilitate early intervention and coordination:
 - Healthcare provider
 - Employer
 - Workforce development team
- Employment and Training services

Phase II Partnerships



Employment and Training Services

- **WDI – Primary Workforce Development Partner:**
 - Recruit and award subcontracts to workforce development partners
 - Central administrative support for workforce development partners
- **Workforce Development Partners:**
 - Collaborate with RTWCMs to ensure quality service
 - Provide employment and training services to participants:
 - Individual employment plans
 - Training
 - Support
 - Engage with local public sector / non-profit employers for work experiences
 - Connect the participant to resources

Healthcare Partnerships

- Mayo – Primary Healthcare Partner:
 - Ensure recruitment and enrollment of diverse RETAIN participants
 - RTWCM – hire, train, coordinate schedules/placement/caseload
 - IRB of record for multi-site activities; administrative support for healthcare partners
 - Recruit and award subcontracts to healthcare partners; Occupational Medicine expertise
- All Healthcare Partners:
 - Designate a Healthcare Provider Champion
 - Outreach
 - Resource for other providers (e.g., work restrictions)
 - Establish reciprocal agreement for Mayo IRB
 - Ensure that RETAIN RTWCMs are integrated into the clinical care team

Return to Work Case Manager: *Clinical Care Partner and Advocate*

- Screening
- Consent and Intake
- Communicate with employers and providers
- Develop Return To Work plan
- Follow-up Visits
- Follow-up Communication
- Closeout Visit



DEED – Lead Grant Administrator, Employer Engagement

- Responsible for effective grant implementation and administration
- Conduct needs assessment of small, mid-sized and large employers
- Provide outreach and training to employers across Minnesota
- Identify and develop partnerships/employer champions in key industries:
 - Manufacturing
 - Healthcare
 - Agriculture
 - Transportation

WDI Request For Proposal (RFP) Process

- Eligible Organizations:
 - 16 workforce development areas
 - Non-profit organizations or foundations with a history of involvement in coordinated care and/or SAW/RTW-related efforts
 - Other entities relevant to proposed target population and scope of the project
- RFP Informational Sessions will be scheduled
- RFP will be posted for 30 days

RETAIN Performance

Department of Employment and Economic Development (DEED)

- Monitors/trains Mayo Clinic and SE WDI
- Merges all WF1 data into one Minnesota report quarterly
 - All Personally Identifiable Information (PII) elements removed for DOL Report
 - Report to Social Security Administration (SSA) with PII included
- Merges lead partners Report into one Minnesota report to the DOL and SSA quarterly

Mayo Clinic

- Monitors/trains statewide RTWCM (all healthcare subgrantees)
- Original provider on participant layout reports
- Enters potential participant data into Conformat for randomization
- Gathers information required for the quarterly Progress Report from all healthcare subgrantees
- Submits merged QPR to DEED on all healthcare activities
- Submits required EPIC data to DEED

Southeast Workforce Development, Inc

- Monitors/trains statewide Placement Specialists (all workforce subgrantees)
- Listed as secondary provider on participant layout reports
- Gathers information required for the QPR from all workforce subgrantees
- Submits merged QPR to DEED on all workforce activities

Performance Reporting

Weekly Reports

- Participants withdrawing before enrollment, patients called, potential consents scheduled, new participants enrolled, and participants who returned to work; DEED submits to DOL

Monthly Reports:

- 15 days following the end of each month
- What: Provider's Full Name, Phone Number, Email Address, Provider Unique ID (assigned by EPIC), Provider Type, Provider Specialty, Date Completed First Training, and the Date Completed All Training

Quarterly Reports:

- No later than 30 days following the end of each quarter to DOL and SSA
- Progress Report Narratives are due from lead partners to DEED no later than 20 days following the end of each quarter
- Lead partners confirm subgrantees that WF1 data up to date no later than 10 days following the end of each quarter; alert DEED to this data compliance no later than 15 days following the end of each quarter
- Reporting deadlines for subgrantees will be issued by Southeast Workforce Development, Inc and Mayo Clinic

MN RETAIN in Workforce One (WF1)

- RETAIN case management is tracked in its own WF1 program
- Healthcare Return to Work Case Management (RTWCM)
 - COFFR: Mayo
 - Agency: Organization providing direct RTWCM to the participant
- Workforce Development Case Management
 - COFFR: Southeast Workforce Development, Inc.
 - Agency: Organization providing direct workforce service case management to the participant

Outreach to Underserved Communities

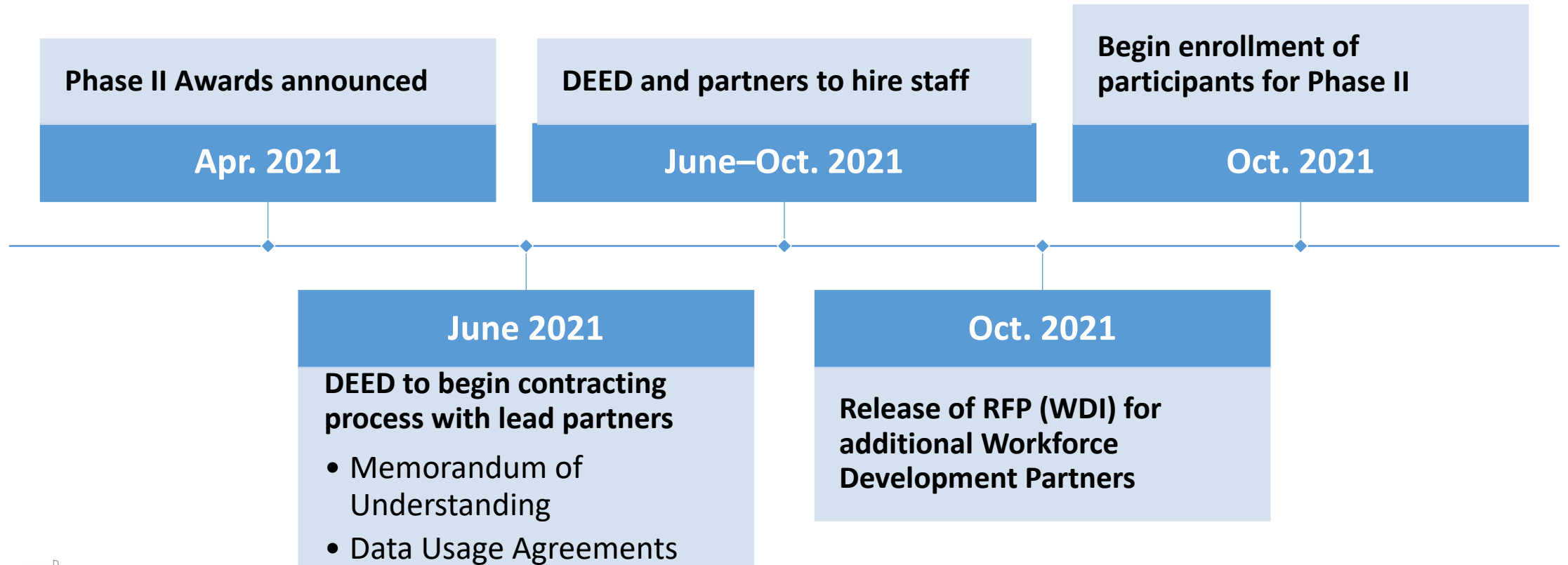
- COVID-19 has had a disproportionate impact on BIPOC communities
- Focus groups will be conducted to assess community needs
- Strategic and targeted outreach and communication plan will be implemented to increase awareness of the program
- A Community Engagement Specialist will be hired to establish and relationships with BIPOC communities

Planned Partnerships

- Partnership expansion
 - Multi-sector
 - Diverse
 - Local Level
 - ❖ Organizations serving Indigenous groups
 - State Level
 - ❖ Post-secondary education



Timeline and Implementation



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Thank you!