

RETAIN WORKS

Retaining
Employment
and Talent After
Injury/Illness
Network

RETAINWORKS: How the public workforce system can support Return to Work (RTW) and Stay at Work (SAW) programs





2023 State of RETAIN

A look into your engagement process



Wes Cotton, President



RETAIN
WORKS

RETAINWORKS Goals



The goals of **RETAINWORKS**

- Provide coordinated health and employment services for up to 6 months that support labor force attachment
- Increase employee retention and labor force participation of individuals who acquire and/or are at risk of developing work disabilities
- Reduce long-term work disability among project participants, including the need for federal disability benefits (Social Security Disability Insurance [SSDI] and Supplemental Security Income [SSI])
- Create a culture where employment is supported and is a priority outcome of medical treatment



5 Reasons Your Program Needs an Engagement Process



- 1 You Need Predictability, Repeatability and Scalability
- 2 You Need Mile Markers
- 3 You Need Accurate Forecasting
- 4 You Need a Common Language
- 5 You Need a Quicker Impact

What Should You Do?

1.

You Need Predictability, Repeatability and Scalability

- Remove the guesswork
- You don't have to “wing it”
- Remove the variables



2. You Need Mile Markers

- Create milestones
- Answered questions
- Definitive next steps
- Be certain of your progress



3. Accurate Forecasting

- Leverage past results
- Identify probabilities of closure
- Base it on facts



4.

Common Language

- Cross-departmental communication
- Know what an engagement cycle stage means



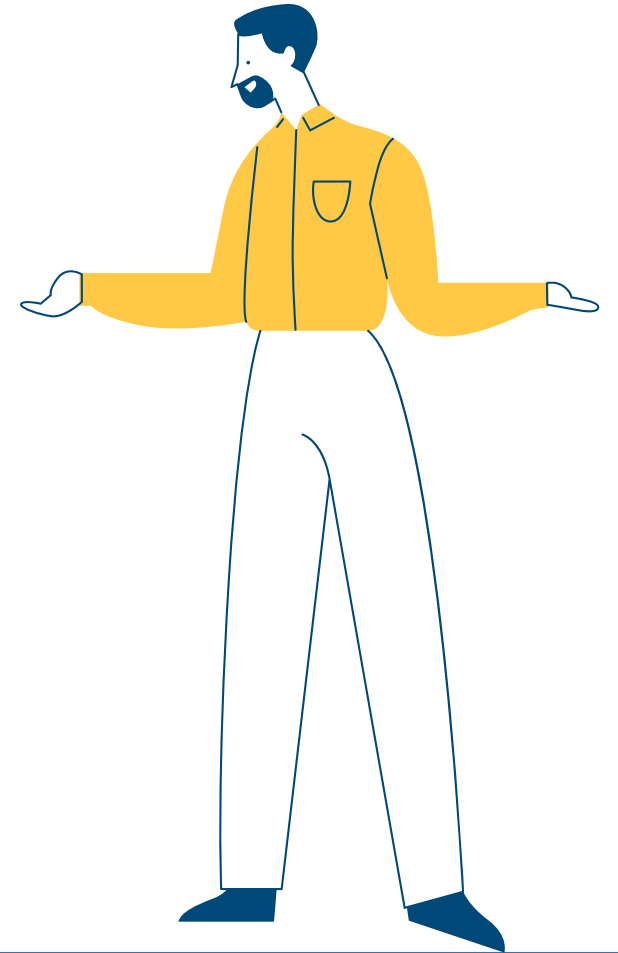
5. Quicker Impact

- Faster onboarding
- Determine future impact



What Should You Do Next?

Steps to Building
an Effective
Engagement
Process





What Should I Do Next?

Steps to Building an Effective Engagement Process



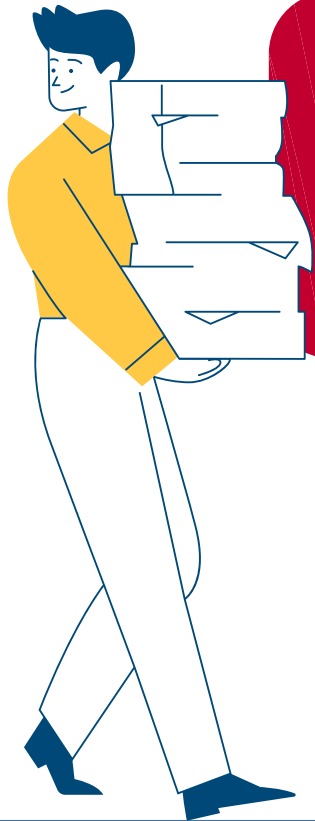
Document Your
Current Process

- Yes, you do have one - it may not be repeatable yet
- Supplement your current process with missing engagement cycle steps
- Involve all involved departments in the creation of the process
- Clearly define deliverables at each engagement cycle step



What Should I Do Next?

Steps to Building an Effective Engagement Process



Validate Your Data

- Ask questions to validate process is being followed by everyone, every time
- Run weekly reports to verify accuracy and use by all parties



What Should I Do Next?

Steps to Building an Effective Engagement Process

Involve all
Stakeholders in
the Process

- Increase the likelihood that it is complete and thorough
- Remove potential obstacles
- If you include the appropriate people, you will receive the appropriate buy-in





What Should I Do Next?

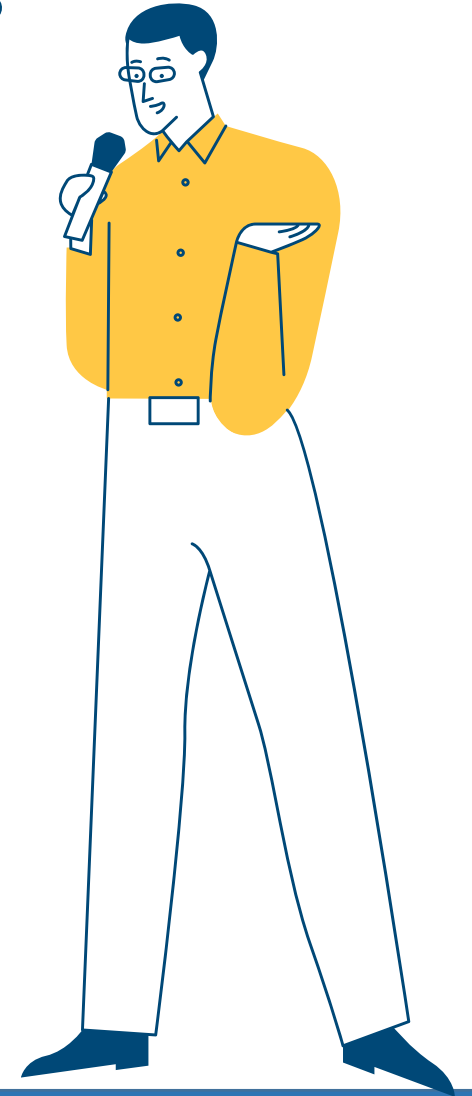
Steps to Building an Effective Engagement Process



Adjust When Needed

- The engagement process is a living, breathing document and must be updated when information changes or when the process can be improved
- Determine if someone's lack of involvement is due to the process no longer being accurate or appropriate to them or their team

What Happens Tomorrow?



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