

RETAIN Referral Protocol Template

Local Workforce Development Area (LWDA) #: 12

Bon Secours Mercy health (BSMH) region: Cincinnati

Updated 4/1/2022

Point of Contact (POC)	Name	Email Address
LWDA Employer POC:	Missy O'Brien	melissa.obrien@jfs.ohio.gov
LWDA Participant POC:	Amy Miller	Amy.Miller@jfs.ohio.gov
BSMH Employer POC:	Mohammed Shafi	mshafi1@mercy.com 513-260-1705
Opportunities for Ohioans with Disabilities (OOD) POC:	Tabby Hall Christopher Smith	Tabbatha.Hall@ood.ohio.gov christopher.smith@ood.ohio.gov

Part 1: Employer Outreach

Bon Secours Mercy Health (BSMH) staff is responsible for:

- Contacting each employer of a RETAIN treatment group participant within 4 days of initial patient visit. The purpose of this conversation is to:
 - Notify employer that one of their workers is in the RETAIN study
 - Provide a brief overview of RETAIN and SAW/RTW practices
 - Encourage the employer to sign the RETAIN Inclusive Employer Pledge
 - Establish a working relationship and two-way communication channel with employer to enable future care coordination efforts
 - Notify employer that OhioMeansJobs center business services staff is available to provide technical assistance on SAW/RTW strategies.
 - Gauge employer's willingness to be contacted by OMJ center.
- Referring employers to the LWDA Employer POC to work with the local area business services team partners, including Opportunities for Ohioans with Disabilities (OOD), to assist the employer. This referral may occur in two ways:
 - Listing the employer on the weekly report of local area employers with a worker in the RETAIN study, which is sent to the LWDA Employer POC
 - Sending an email to the LWDA Employer POC detailing specific employer TA needs or requesting an intervention with employers who are resistant to implementing SAW/RTW strategies for Treatment Group participants.

Local Workforce Development Area (LWDA) staff is responsible for:

- General outreach to employers in the region on adopting SAW/RTW strategies
- Encouraging employers to sign the RETAIN Inclusive Employer Pledge and forwarding signed pledges to the BSMH Employer POC

- Following up with employers of RETAIN participants within 7 days of receiving the list from BSMH to offer further technical assistance on SAW/RTW strategies and accommodations
- Reaching out to employers who resist providing accommodations to a RETAIN Treatment Group participant to offer TA and encourage them to adopt the SAW/RTW approach
- Working with business services team partners including OOD to provide technical assistance to employers.

The LWDA's technical assistance includes:

- Explanation of SAW/RTW practices and the benefits of a SAW/RTW approach
- Guidance on establishing a SAW/RTW approach as explained in the employer handbook
- Encouragement to sign the pledge to join the RETAIN Inclusive Employer List
- Sample policies and forms to assist employers with implementation
- Links to other resources such as AskJAN.org for guidance on accommodations
- Referrals to OOD for more in-depth employer services as needed.

Employer Follow-Up: If, after working with the LWDA business services team, an employer agrees to provide accommodations to a RETAIN Treatment Group participant, the business outreach staff will notify the LWDA Employer POC who will email the positive outcome to the BSMH Employer POC.

Part 2: Participant Referrals

BSMH will refer RETAIN Treatment Group participants who cannot return to their previous job or who require additional workforce services to the LWDA as described below:

- BSMH staff will notify the participant that someone from OhioMeansJobs (OMJ) will be reaching out and will ensure that the participant is OK with being contacted by OMJ
- BSMH staff will send an email to the LWDA Participant POC using the subject line: "RETAIN Customer Referral - Secure"
- The email will include as much information as possible from the "RETAIN Referral to OhioMeansJobs" form.

Participants requiring vocational rehabilitation services may also be referred directly to the OOD point of contact.

Follow-Up: BSMH staff wishing to know more about workforce services provided to a referred participant or the participant's employment outcome will email the LWDA Participant POC who will send back the requested information within 3 days.

Note: BSMH staff is not responsible for reporting the date that the LWDA provided workforce services to a referred participant, which is a required RETAIN data element. This date will be gleaned from the state's case management system.

In general, BSMH and LWDA staff agree that an open flow of information on participant and employer needs and frequent communications will benefit both organizations and enable better service delivery. Regular on-going meetings to discuss customers served, communication protocols, and other RETAIN-related operational matters may be initiated by either the BSMH or LWDA staff.

