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H-1B RURAL HEALTHCARE & ONE WORKFORCE: EFFECTIVE STRATEGIES FOR RETENTION & COMPLETION

MARCH 28TH 3:00 – 4:30 PM (EASTERN)



AGENDA



- Welcome
- Introduction of Participant Support Continuum
- Promising Practice Panel Discussion
- Breakout Discussions: *Retention “Loss Points,” Challenges, and Solutions*
- Breakout Debrief
- Recap and Look Ahead

FACILITATORS



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SESSION GOALS

Note: Part One of a two-part series on retention and completion

- Introduce Participant Support Continuum and eventual planning tool and resources
- Hear promising practices in participant retention and completion – across industries and grantee cohorts
- Discuss potential participant loss points/challenges and root causes, and explore solutions
- Explore various resources and promising practices
- Meet peers and establish connections

WHAT MAKES AN EFFECTIVE VIRTUAL CONVERSATION?



ENGAGE EVERYONE



BE HEARD AND SEEN



ACKNOWLEDGE SPEAKER



MAXIMIZE MICROPHONES



MINIMIZE NOISE



MAXIMIZE VISUAL DISPLAYS



PARTICIPANT SUPPORT CONTINUUM

A CONTINUUM OF SUPPORT SERVICES AND FUTURE TOOLS AND RESOURCES



POLL #1

Has your grant team established a plan to improve participant retention, training completion, and credential attainment?



PARTICIPANT SUPPORT CONTINUUM OVERVIEW

- A high-level continuum that details:
 - The lifecycle of a grant participant
 - Key participant actions
 - Key system actions, supportive services, and transition points
- Includes key components & considerations for each phase of participant support.
- The basis for a future action planning tool, resources, and various technical assistance opportunities.

PARTICIPANT SUPPORT CONTINUUM¹

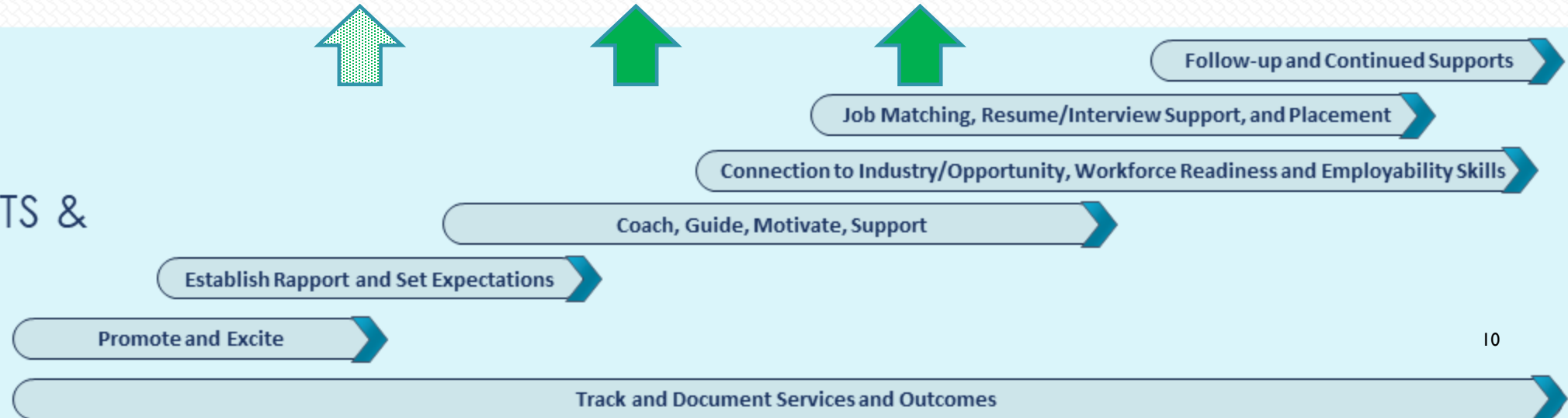
PARTICIPANT ACTIONS



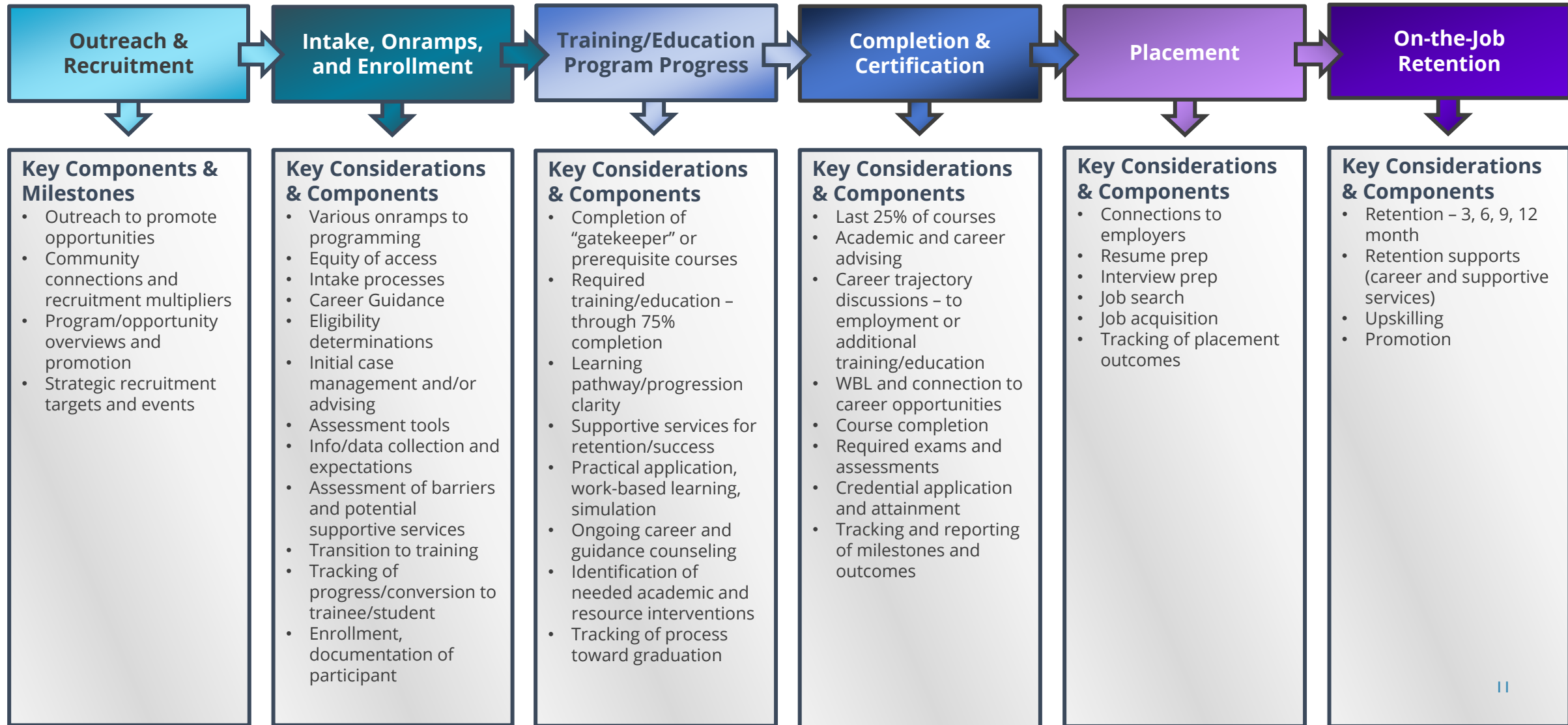
PARTICIPANT LIFECYCLE



SYSTEM SUPPORTS & ACTIONS

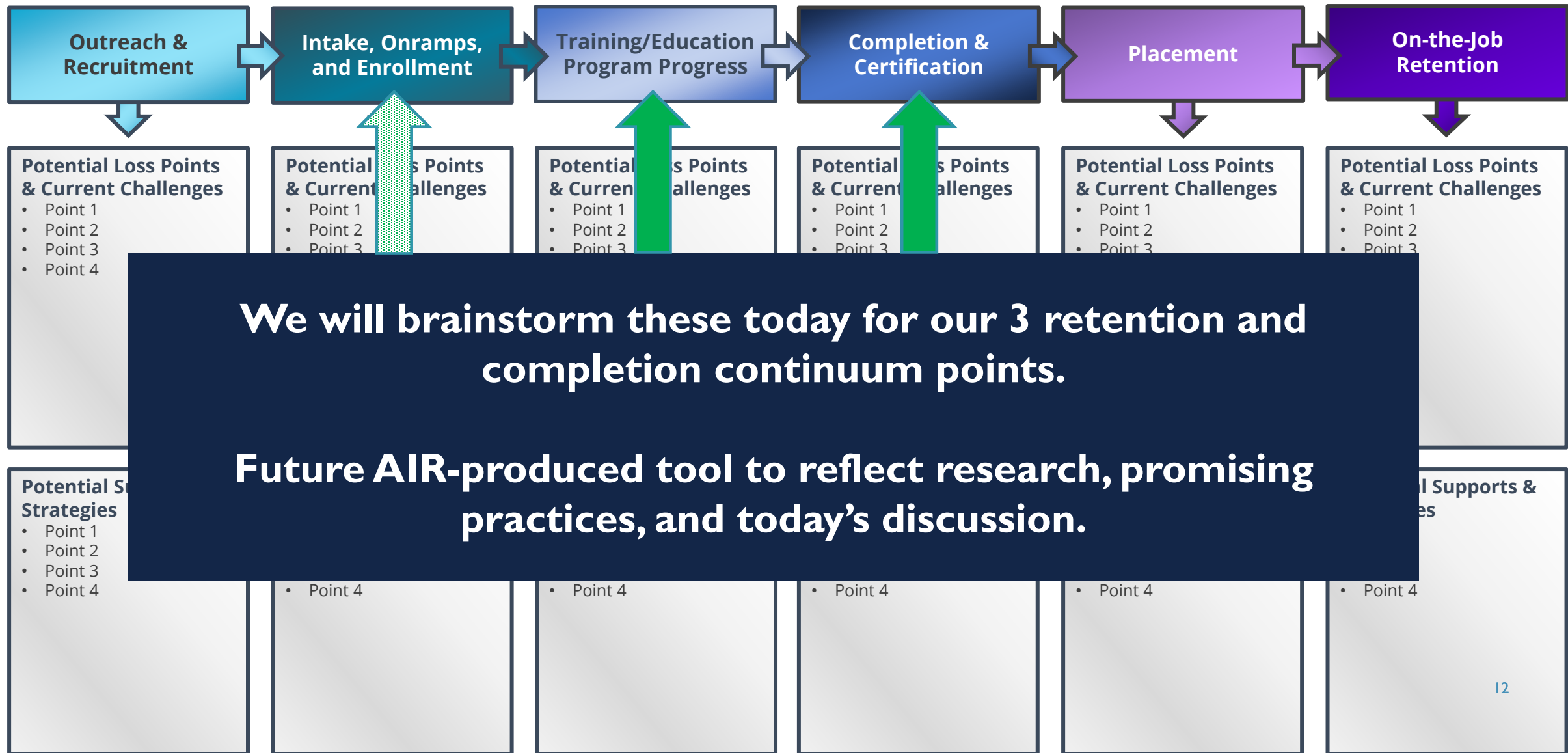


Step 1: Define/Refine Key Components and Milestones and Align to Metrics





Step 2: Capture Potential Participant Loss Points, Challenges, and Brainstorm Strategies





Step 3: Explore Provided Resources and Promise Practices – and Collect New Ones

Training/Education Program Progress



Key Components & Milestones

- Completion of “gatekeeper” or prerequisite courses
- Required training/education – through 75% completion
- Learning pathway/progression clarity
- Supportive services for retention/success
- Practical application, work-based learning, simulation
- Ongoing career and guidance counseling
- Identification of needed academic and resource interventions
- Tracking of process toward graduation

Potential Supports & Strategies

- Point 1
- Point 2
- Point 3
- Point 4

Resources

Promising Practice Examples



Step 4: Plan for Action

Training/Education Program Progress



Action Planning Tool

Solution	Action Steps to Achieve	Responsible Party(ies)	Timeline	Expected Outcome and Impact on Metrics	Additional Supports Needed to Achieve Success
Solution Example	• Step 1Ex: [Insert] • Step 2Ex: [Insert] • Step 3Ex: [Insert]	• Step 1Ex Responsible Party: [insert org/individual] • Step 2Ex Responsible Party: [insert org/individual] • Step 3Ex Responsible Party: [insert org/individual]	• Step 1Ex Timeline: [insert key dates] • Step 2Ex Timeline: [insert key dates] • Step 3Ex Timeline: [insert key dates]	<i>Example notes on overall impact on goals, performance, specific metrics, etc.</i>	[Insert notes on additional supports that might be needed. What leadership support might be needed to achieve success? Partners that need to be at the table? Assumptions/associated efforts or dynamics that might impact progress on this solution?] <i>Example:</i>
Solution A	• Step 1A: [Insert] • Step 2A: [Insert] • Step 3A: [Insert]	• Step 1A Responsible Party: [insert org/individual] • Step 2A Responsible Party: [insert org/individual] • Step 3A Responsible Party: [insert org/individual]	• Step 1A Timeline: [insert key dates] • Step 2A Timeline: [insert key dates] • Step 3A Timeline: [insert key dates]	[Insert notes on overall impact on goals, performance, specific metrics, etc.]	[Insert notes on additional supports that might be needed.]
Solution B	• Step 1B: [Insert] • Step 2B: [Insert] • Step 3B: [Insert]	• Step 1B Responsible Party: [insert org/individual] • Step 2B Responsible Party: [insert org/individual] • Step 3B Responsible Party: [insert org/individual]	• Step 1B Timeline: [insert key dates] • Step 2B Timeline: [insert key dates] • Step 3B Timeline: [insert key dates]	[Insert notes on overall impact on goals, performance, specific metrics, etc.]	[Insert notes on additional supports that might be needed.]
Solution A	• Step 1C: [Insert] • Step 2C: [Insert] • Step 3C: [Insert]	• Step 1C Responsible Party: [insert org/individual] • Step 2C Responsible Party: [insert org/individual] • Step 3C Responsible Party: [insert org/individual]	• Step 1C Timeline: [insert key dates] • Step 2C Timeline: [insert key dates] • Step 3C Timeline: [insert key dates]	[Insert notes on overall impact on goals, performance, specific metrics, etc.]	[Insert notes on additional supports that might be needed.]



GRANTEE PROMISING PRACTICES PANEL

SUCCESSFUL PRACTICES IN RETENTION AND COMPLETION

PANELISTS



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*WDB of Herkimer, Madison, and
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Grant: Rural Healthcare



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BREAK-OUT DISCUSSIONS: RETENTION & COMPLETION

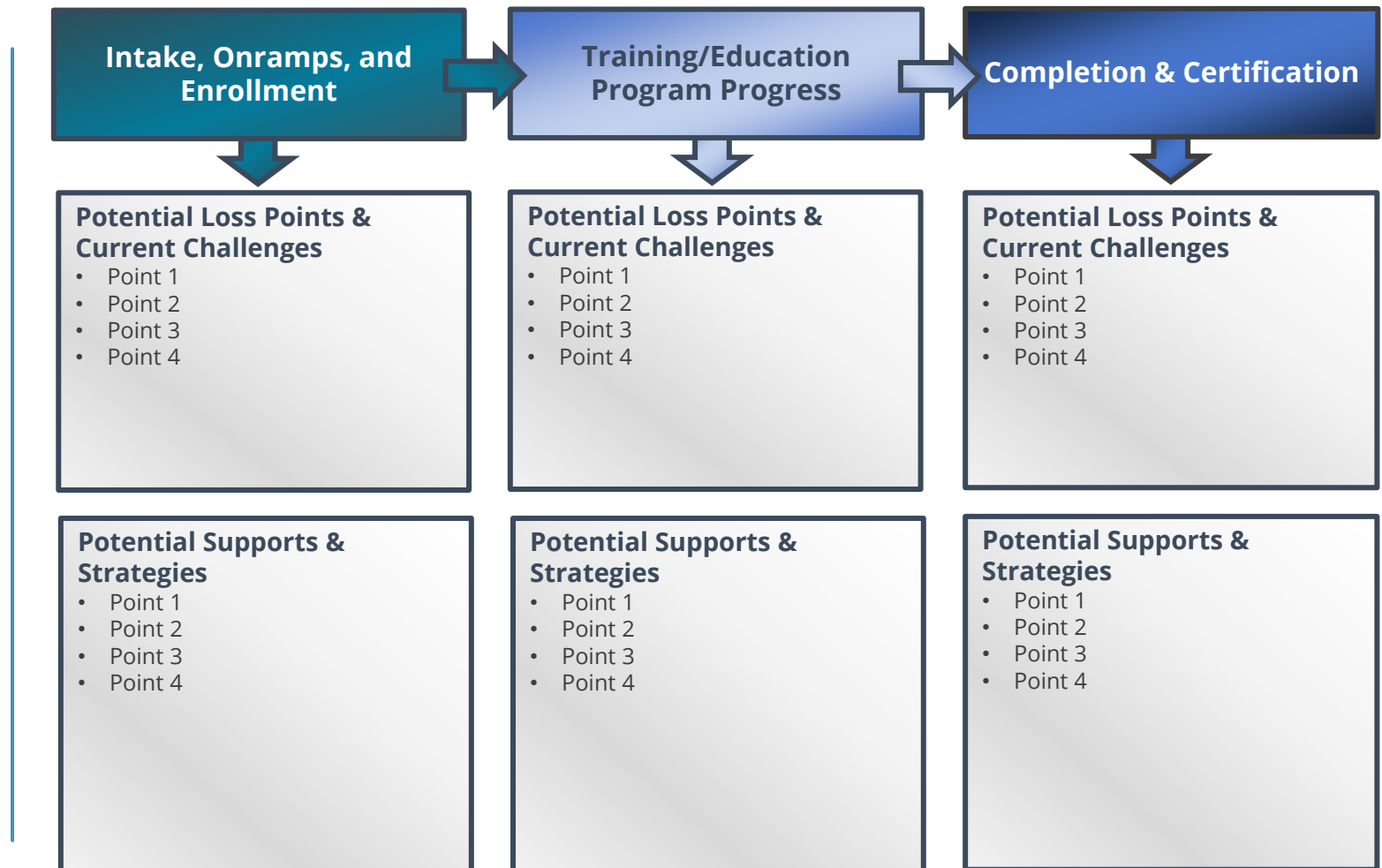
PARTICIPANT LOSS POINTS, ROOT CAUSES, AND SOLUTIONS

BREAKOUT PEER DISCUSSIONS

- Facilitated discussion regarding capturing potential participant “loss points” and challenges, and a brainstorm of associated strategies.
 - Multiple breakout rooms—staffed with a facilitator
 - Brainstorm loss points/challenges, root causes, and potential solutions
 - Facilitator will do a brief report-out
 - High-level notes from breakouts shared post-meeting

BREAK-OUT DISCUSSION: LOSS POINTS, ROOT CAUSES, AND SOLUTIONS

- 1) When/where do we tend to experience participant retention issues during these stages?
- 2) What are the root causes of these “loss points?”
- 3) What solutions are working to prevent them?
- 4) What else *might* we do to prevent attrition and increase completion?



BREAKOUT RECAP

Facilitators, please share 2-3 key takeaways from your discussion.



RESOURCES AND WRAP-UP

WHAT'S NEXT FOR YOU AND FOR THIS GROUP?

POLL #2

Moving forward, what are some next steps your team might explore to improve retention and completion?

Select all that apply. Enter others in the chat.



RESOURCES (1)

- Strategies and Resources to Improve Participant Retention
- Participant Employment and Placement Resources
- Understanding the Student Experience: Loss & Momentum Framework

RESOURCES (2)

- Peer-to-Peer Session: Participant Outreach and Recruitment Strategies Tips and Best Practices
- Peer-to-Peer Session: Performance Reporting and Data Management Tips and Best Practices
- Peer-to-Peer Session: Partnership Development Tips and Best Practices

Note: Additional resources to follow with completion of the Participant Support Continuum resources and tools this spring.

NEXT QUARTERLY JOINT WEBINAR

Participant Retention & Completion: Part 2

Tuesday, June 27, 2023

3:00-4:30 ET



FEEDBACK SURVEY

Please let us know what we can do better,
what went well, and what you want to
discuss in the future.

Link in chat.





QUESTIONS?



THANK YOU

REFERENCES

¹ Participant Support Continuum graphic inspired by concepts from: Completion by Design (2014), “[Understanding the Student Experience: Loss and Momentum Framework](#)”; and U.S. Department of Labor Employment and Training Administration, ETA/ASTD Regional Technical Assistance Forums (2015), “[Integrated Case Management: Understanding the Big Picture](#)” presentation, Terri Lonowski and Winston Thompe.