



**Kentucky Employment First Council**  
500 Mero Street, 4th Floor NE  
Frankfort, KY 40601  
Toll Free: (800) 372-7172  
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Email: [Nanci.Howard@ky.gov](mailto:Nanci.Howard@ky.gov)

**Andy Beshear**  
Governor

**Jamie Link**  
Secretary, Education and Labor Cabinet

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## Provider Capacity Committee Minutes

February 13, 2024  
2:00pm – 3:00pm (EST)  
Zoom  
Meeting ID: 857 3674 3195

### Members Present

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Chair, Jeff White, Todd Coffey and Katie Wolf Whaley

### Members Absent

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Staci Cain, Annette Jett, Cora McNabb, Lelsie Hoffman, and Lori Norton

### Staff Present

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Ron O’Hair, Nanci Howard and Pepper Caudill

### Staff Absent

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N/A

### Guest(s) Present

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Kentucky Office of Adult Education Director, Aaron Poynter, Cathy Anderson, Jonathan Carr, and Shelly Durbin

## Welcome, Introductions and Agenda Review:

The meeting began and introductions were held for attendees. Chair, Jeff White screen-shared the agenda and turned the meeting over to Administrator, Nanci Howard and KYOVR Manager, Ron O’Hair for an update of Project NEON for the 2024 year. Nanci explained that she will have more information to share regarding this matter, after a meeting that is scheduled for this upcoming Friday, February 16, 2024.

## Data Collection- Draft 2024 Provider Capacity Subcommittee Goals

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Chair, Jeff White screen-shared the Draft 2024 Provider Capacity Subcommittee Goals and led discussions of the topics contained therein. Jeff explained that he would edit the document as the committee added information and then send the revised draft to KYOVR Staff for dissemination after the meeting concluded. There was discussion held regarding partnering with the Department of Education to assist providers. It was recommended that the committee could reach out to Jonathan White, KYOVR Assistant Director who oversees Transition Services, and his email address was provided in the chat. There was discussion regarding employment services for waiver participants. There was discussion of data that may or may not be currently tracked through KYOVR and what could be done to determine provider capacity through KYOVR data tracking. There was discussion of whether data could be collected through or as part of Project NEON. Administrator, Nanci Howard stated that she would bring this question to Subject Matter Expert (SME), Karen Lee in the Project NEON meeting that is scheduled for this upcoming Friday, February 16, 2024. There was discussion regarding how Individual Placement and Support (IPS) services fit into this process. There was discussion regarding developing sample resource documents or a “how to” video which could be disseminated to providers, to assist in simplifying the process and aid in the quality of services that are provided. It was discussed that a Memorandum of Understanding (MOU) could be put in place to clarify the expectation and process. Jeff asked that KYOVR Staff request a model MOU from Karen Lee during the meeting, this upcoming Friday. There was discussion of how current providers could be used to vet the success of their models to other potential providers.

## Strategic Plan Review

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Chair, Jeff White screen shared the Goals, Objectives, Strategies & Measures of the Employment First Strategic Plan. There was discussion of how the Committee’s Draft

2024 Goals supports the Employment First Strategic Plan. There was discussion of the importance of having quality providers in place to engage employees and how these steps need to align for the goal to be successful. It was discussed that the Committee would like to make a recommendation to the Council after obtaining additional information from the Project NEON Meeting which will take place this upcoming Friday. The Committee will discuss this further at their next meeting scheduled in March and will decide how to move forward with the recommendations, at that time. Administrator, Nanci Howard recommended that the Committee should invite a Quality Assistance Individual. She also recommended inviting Jason Wheatley so that he could be a part of the discussions. Jeff requested that persons in attendance of the meeting continue to send him any information that could be added to the Draft 2024 Provider Capacity Subcommittee Goals document, as it is being treated as a working document, at this time. The meeting ended.

## **Future Areas of Focus**

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Chair, Jeff White stated he would send the revised draft to KYOVR Staff for dissemination after the meeting concluded.

It was recommended that the committee could reach out to Jonathan White, KYOVR Assistant Director who oversees Transition Services, and his email address was provided in the chat.

There was discussion of whether data could be collected through or as part of Project NEON. Administrator, Nanci Howard stated that she would bring this question to Subject Matter Expert (SME), Karen Lee in the Project NEON meeting that is scheduled for this upcoming Friday, February 16, 2024.

Jeff asked that KYOVR Staff request a model MOU from Karen Lee during the meeting, this upcoming Friday.

It was discussed that the Committee would like to make a recommendation to the Council after obtaining additional information from the Project NEON Meeting which will take place this upcoming Friday. The Committee will discuss this further at their next meeting scheduled in March and will decide how to move forward with the recommendations, at that time.

Administrator, Nanci Howard recommended that the Committee should invite a Quality Assistance Individual, to the next meeting. She also recommended inviting Jason Wheatley so that he could be a part of the discussions.

Jeff requested that persons in attendance of the meeting continue to send him any information that could be added to the Draft 2024 Provider Capacity Subcommittee Goals document, as it is being treated as a working document, at this time.

## Next Meeting Dates

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Provider Capacity Committee Meeting

Tuesday, March 12<sup>th</sup>, 2024

2:00 – 3:00pm EST

Employment First Council Quarterly Meeting

Friday, April 12<sup>th</sup>, 2024

1:00pm – 3:00pm

Hybrid Format

Location: TBD



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**Andy Beshear**  
Governor

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Secretary, Education and Labor Cabinet

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## Provider Capacity Committee Minutes

March 12, 2024  
2:00pm – 3:00pm (EST)  
Zoom  
Meeting ID: 857 3674 3195

### Members Present

Chair, Jeff White, Todd Coffey, Katie Wolf Whaley and Lori Norton

### Members Absent

Staci Cain, Annette Jett, Cora McNabb and Leslie Hoffman

### Staff Present

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Ron O’Hair, Nanci Howard and Pepper Caudill

### Staff Absent

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N/A

### Guest(s) Present

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Cathy Anderson, Johnathan Carr and Heather Wood

### Welcome, Introductions and Agenda Review

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Administrator, Nanci Howard stated that there is a meeting scheduled for this upcoming Friday to further develop plans for moving forward in the 2024 year through Project NEON. She also explained that there would be Subject Matter Experts (SME) to provide

direct support to each committee and turned the discussion over to KYOVR Manager, Ron O’Hair for further updates. Ron explained that he and Karen Lee had recently met to go over restructuring rates and the feedback was very positive. Member, Katie Wolf Whaley explained that there had been discussions with Karen Lee regarding provider capacity and how to increase the number of agencies that provide service, agencies broadening their services as well as improving quality of the services provided by those agencies.

## **Data Collection- Draft 2024 Provider Capacity Subcommittee Goals**

---

Chair, Jeff White screen-shared the Draft 2024 Provider Capacity Subcommittee Goals and led discussions of the topics contained therein. Jeff explained that he would edit the document as the committee added information and then send the revised draft to KYOVR Staff for dissemination after the meeting concluded. There was discussion held regarding partnering with the Department of Education to assist providers. It was recommended that the committee could reach out to Jonathan White, KYOVR Assistant Director who oversees Transition Services, and his email address was provided in the chat. There was discussion regarding employment services for waiver participants. There was discussion of data that may or may not be currently tracked through KYOVR and what could be done to determine provider capacity through KYOVR data tracking. There was discussion of whether data could be collected through or as part of Project NEON. Administrator, Nanci Howard stated that she would bring this question to Subject Matter Expert (SME), Karen Lee in the Project NEON meeting that is scheduled for this upcoming Friday, February 16, 2024. There was discussion regarding how Individual Placement and Support (IPS) services fit into this process. There was discussion regarding developing sample resource documents or a “how to” video which could be disseminated to providers, to assist in simplifying the process and aid in the quality of services that are provided. It was discussed that a Memorandum of Understanding (MOU) could be put in place to clarify the expectation and process. Jeff asked that KYOVR Staff request a model MOU from Karen Lee during the meeting, this upcoming Friday. There was discussion of how current providers could be used to vet the success of their models to other potential providers.

## **Provider Capacity Data Collection**

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There was discussion regarding the provider capacity issues that are experienced by Individual Placement Services (IPS) and Member, Lori Norton provided additional

information regarding this matter utilizing a pdf map that was screen shared with the group. Lori stated that she had a list of overall barriers and challenges that IPS faces which she would share with the group after the meeting due to time constraints. Chair, Jeff White provided additional information regarding the provider capacity issues as they pertain to traditional supported employment and customized employment using a power point presentation that was screen shared with the group. There was discussion regarding an active customized employment opportunity and Member, Katie Wolf Whaley provided additional information regarding training for the customized employment fee service memo. KYOVR, Ron O’Hair also provided information regarding this training program and the present struggles therein. There was discussion regarding traditional supported employment services, counties where there is critical need for these services and how this data is being collected and processed. There was discussion regarding the potential income and demand for supported employment services. There was discussion regarding KYOVR, Supports for Community Living (SCL) and Michelle P employment providers offering waiver services, not offering supported employment services in Franklin and contiguous counties. A pdf titled KYStats Occupational Outlook (2021-2031) was screen shared with the group. Jeff explained that this document has been sent as a recruitment tool to employers throughout the state to help them to determine the financial feasibility of providing services and identify the potential for earnings through providing the services. There was discussion amongst the group regarding this matter.

## **Vocational Rehabilitation Services and Participant Interest**

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Discussion was held regarding the length of time it can take to establish employment services and how to keep participants interested in employment while they are awaiting services to be initiated. There was discussion regarding how self-advocacy pertains to this matter. There was discussion regarding how workplace readiness training pertains to this matter. There was discussion regarding how work case learning experiences pertain to this matter. There was discussion of how providers could bill through day training for these types of services. There was discussion of partnering with other groups that are already engaged in creating these types of documents for waiver providers. There was discussion of proactively meeting with counselors at beginning of the process to talk through a complete strategy so that the time spent awaiting employment services is not wasted.

## **Committee Contributions towards Strategic Plan**

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There was discussion of the intersection of Provider Capacity Committee activities with the Employment First Council Strategic Plan. It was determined that intersections for this committee lie in Goal 1 and Goal 2 of the Strategic Plan.

## **Final Thoughts**

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Administrator, Nanci Howard reminded the group of the Statewide Vocational Rehabilitation Council that would be meeting on April 22, 2024. She encouraged members of this committee to attend that meeting and feel free to make suggestions during public comment, regarding matters pertaining to vocational rehabilitation services. The meeting ended.

## **Future Area of Focus**

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Lori stated that she had a list of overall barriers and challenges that IPS face which she would share with the group after the meeting due to time restraints.

## **Next Meeting Dates**

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Provider Capacity Committee Meeting

Tuesday, May 14<sup>th</sup>, 2024

2:00 – 3:00pm EST

Employment First Council Quarterly Meeting

Friday, April 12<sup>th</sup>, 2024

1:00pm – 3:00pm

Hybrid Format

Location: TBD



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Secretary, Education and Labor Cabinet

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## Provider Capacity Committee Minutes

May 14, 2024  
2:00pm – 3:00pm (EST)  
Zoom  
Meeting ID: 857 3674 3195

### Members Present

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Chair, Jeff White and Annette Jett

### Members Absent

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Staci Cain, Todd Coffey, Leslie Hoffman, Cora McNabb, Lori Norton, and Katie Wolf Whaley

### Staff Present

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Ron O’Hair, Nanci Howard and Pepper Caudill

### Staff Absent

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N/A

### Guest(s) Present

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Shelly Durbin, Down Syndrome of Louisville and Stephanie Miller, Kentucky Department of Education.

## Welcome, Introductions and Agenda Review

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Chair, Jeff White welcomed everyone to the meeting and thanked them for their attendance. The Chair discussed the difference between Provider Capacity and Provider Transformation. He explained this committee's role is to determine how to build capacity to serve more people and recruit more providers. Mr. White continued to explain that Provider Transformation is how one assists individuals with disabilities to transition from a daytime activity, etc. and into a more standard view of competitive integrated employment.

## Provider Capacity Map Presentation

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Mr. White presented a Provider Capacity map to all in attendance. He said the map was created with the assistance of KYOVR CE/CRP Branch Manager, Ron O'Hair and his staff. He stated the purpose of the map is to see where the state is in terms of provider capacity and try to recruit more providers in that particular area. Mr. White discussed which areas of the state have a need for services but lack of providers. The state map was divided by areas that are sufficient, marginal and critical. He continued to state he was pleased to see so much sufficient and marginal across the state. The map will be updated on a quarterly basis and reviewed by the committee. Committee member, Annette Jett, asked if the map portrayed only OVR services or Medicaid. Chair, Jeff White, stated the map reflects current OVR services and Waiver for traditional supported employment and does not reflect IPS or include Customized Employment. Annette Jett stated she had the opportunity to see how IPS works and was impressed. Discussion was held at length regarding the results of the map.

## Development of Provider Workbook

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Chair, Jeff White, presented an example of the beginning stages of a workbook for providers. He stated the workbook would not only give providers a better understanding of what is required but how to meet that requirement. The workbook would also serve as a guide to assist providers with developing their own policies and procedures. He explained the first section would be 'initiation of services', for example. Committee guest, Shelly Durbin stated the Down Syndrome of Louisville has separate policy and procedures for Medicaid and for OVR. Mr. White proposed the idea that if the committee could figure out a way to combine the two so that the policies and procedures would meet the needs for both Medicaid and OVR, then it would become one consolidated program. He then asked the committee for help with the workbook

and stated he would be working closely with Gloria Gibson from OVR on the ‘initiation for services’ section. He stated the committee would need input from providers as well. Shelly Durbin offered for the committee to review policies and procedures from her agency. Mr. White then encouraged committee members to participate in the creation of the workbook and give providers a resource that will assist them as they move forward. It was decided the Chair will send out information to the committee including the map and example one page sheet for the workbook.

## **WIB Work Ready Online Community Information**

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Chair, Jeff White, provided a demonstration on the Kentucky Center for Statistics (KYSTATS), Work Ready Communities and explained how it could be beneficial to the committee to investigate what types of jobs are available in each county. He provided an example of Scott County which indicated the county is Work Ready. He provided an example of Whitley County which indicated the county is not Work Ready due to the stats presented. Mr. White stated the information on the website gives the committee the opportunity to see exactly what is going on in the communities. He discussed how this information could be cross referenced with the Provider Capacity map to determine areas of need as well. He encouraged committee members to investigate the website on their own and let him know what information has been valuable to their respective agencies.

Mr. White then demonstrated information pulled from KYSTATS Boone County’s potential revenue from SE services to waiver participants. Discussion was held regarding actual revenue obtained compared to the potential revenue. He encouraged committee members to view the information and share with their networks.

## **Future Steps towards Marketing Supported Employment**

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Chair, Jeff White, stated the Supported Employment Training Series is provider driven and proposed the idea to the committee to promote the role of Employment Specialist as a career. He stated those individuals could take the training independently to get a sense of the position. Mr. White explained the current training offered to providers are free of charge. He then mentioned working with contacts from the Kentucky Office of Adult Education to include training to explore Employment Specialist as a career. KYOVR SE/CRP Branch Manager, Ron O’Hair, stated it was a unique idea to promote Employment Specialists as a career in order for CRP’s to have a better applicant pool.

The committee agreed this is a viable option to explore in order to assist providers more efficiently.

The Chair then reiterated the goal of the committee is to improve the current system and how to move forward.

Mr. White will send out the workbook information to the committee once it is revised and asked the committee for their assistance.

## Things to Do

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- Provider Capacity Map (update quarterly)
- Development of the Provider Workbook
- Review WIB resources

## Next Meeting Dates

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Provider Capacity Committee Meeting

Tuesday, June 11<sup>th</sup>, 2024

2:00 – 3:00pm EST

Employment First Council Quarterly Meeting

Friday, July 12<sup>th</sup>, 2024

1:00pm – 3:00pm

Hybrid Format

Location: Kentucky Transportation Cabinet



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Governor

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Secretary, Education and Labor Cabinet

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## Provider Capacity Committee Minutes

June 11, 2025  
2:00pm – 3:00pm (EST)  
Zoom  
Meeting ID: 857 3674 3195

### Members Present

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Chair, Jeff White, Annette Jett and Katie Wolf Whaley

### Members Absent

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Staci Cain, Todd Coffey, Leslie Hoffman, Cora McNabb, and Lori Norton

### Staff Present

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Ron O’Hair and Nanci Howard

### Staff Absent

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N/A

### Guest(s) Present

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Jonathan Carr and Stephanie Miller

### Welcome, Introductions and Agenda Review

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Chair, Jeff White welcomed everyone to the meeting and thanked them for their attendance.

## New Business

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Jeff White asked Ron O’Hair to provided an update on Supported Employment initiatives. Ron began by stating the agency is working towards revamping Supported Employment. He stated he had hope the new changes would be launched July 1st, 2024. As a result, the agency pushed their target deadline to August 1st, 2024. Ron said the agency has made substantial changes and that everything has been approved by leadership. He stated the agency has been working with LEAD Subject Matter Expert, Karen Lee from Project NEON. He said she continues to provide guidance and support through many meetings. Ron said the changes would include converting to hourly payment system for services as well as outcome payments for providers, with some incentives that could possibly be obtained. Ron stated he remains positive and thinks it would be helpful for CRPs. He mentioned the CRP survey and how the agency took their feedback into consideration when thinking about the changes to SE. He concluded by informing the committee that training should be held mid-July. Committee member, Annette Jett, asked how much time as providers would have to implement the new system. Ron O’Hair answered by stating the plan is to provide training for CRPs after the training of KYOVR staff. Ron estimated there would be training 2-3 weeks before implementation. He said there are not many changes but informed the committee of a few. He continued by saying there are not huge changes with documentation and there is one new document that has been created. Ron stated there may be forms titled differently and ensured Annette authorizations should flow the same and the description as well, that reflect incentive opportunities. He stated by saying the biggest change would be switching to an hourly rate with opportunities for incentives along the way. Ron said the CRP/SE Consultants would do in-person training to CRPs after implementation. Annette encouraged the agency to take into consideration that CRPs may need time to ensure their billing system is coded correctly to avoid any type of lag in services. Ron contributed by stating the agency would like to send information out in an email before the training and this could give the CRPs up to 30 days to make those changes. He does not foresee any huge changes in billing, but the timing could be different. Cathy Anderson provided an example regarding Pre-ETS. She also expressed concerned regarding billing codes. Chair, Jeff White, asked if the intent of the hourly rate is to cover direct costs personnel and to look at quality of services. Ron stated in terms of the hourly that the agency would be paying to providers, it does not include only direct time. He stated there were a lot of things to consider including, training, transportation, and indirect time to complete paperwork. He provided an example regarding a PCEP. Jeff white encouraged Ron to share numbers when they are available so that CRPs can plan and build the kind of systems to support them and pay for

services. Annette Jett thanked Ron for the progress and asked if there was CRP involvement in the decision-making process. Ron answered that a CRP sustainability survey went out to all providers, CEO's, etc. for input. Discussion was held regarding the bonus outcome payments. Jeff White announced the results for the rate study for waiver funding have been received. He explained the details of the result and what type of outcomes came out of the survey. Jeff announced the rates for the Michelle P. Waiver will change from \$26.80 an hour to \$41.16 an hour. He stated it is a 47.31% rate increase. This was done to avoid providers losing money while providing that service, he explained. Annette Jett requested this information in writing. Jeff White said he would forward the information Administrator Nanci Howard to distribute to the committee along with the minutes.

## **Development of Provider Workbook Progress**

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Chair, Jeff White, stated progress on the development of the Provider Workbook. He said the one thing the committee could assist will for providers who use these types of tools, is to include those changes to SE that will occur. He explained that the purpose of the workbook is for the providers to focus on quality and ease the stress of either becoming a provider, either with OVR services or waiver services. Jeff asked Ron if a OVR SE staff member could assist with the development of the OVR portion of the workbook. Annette Jett asked if there would be providers included in the development of the workbook. Jeff responded that providers would have an opportunity to submit input before the workbook is implemented. He continued to say the first draft needs to be subject to change and ensure Annette that everyone in the committee would be able to participate in its development. Council Chair, Katie Wolf Whaley, encouraged provider input, family input, people who provide the service and those who are receiving services. She stated all that needs to come together before it goes to the full Council for approval. Jeff agreed and said the committee also needs to have educator representation as well. He said the workbook is a long-term project to ensure accuracy.

## **Provider Capacity Map**

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Jeff White said the map will be updated after July 1st. If there are any changes that might have occurred, those would be reflected, he stated. Annette Jett asked if the committee could design a map overlay that reflects IPS growth. Discussion was held regarding IPS expansion funding streams.

Katie Wolf Whaley announced that Vocational Rehabilitation is funding three positions through the Supported Employment Training Project. She stated those positions are a full-time trainer and two full-time technical assistance individuals.

## **Progress towards Marketing the Employment Specialist Career**

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Chair, Jeff White, stated there has been discussion about the opportunity to promote Employment Specialist as a career. He stated with the new changes from OVR coming down the pipeline this might be a prime opportunity to explore. He proposed different ideas on how the committee could promote the career of Employment Specialist. Jeff said he think this is worth looking at and stated this is the very beginning stages. He said this is an issue for providers. Annette Jett said it is difficult to keep employees post-Covid and explained why. Discussion was held regarding ways to keep Employment Specialists employed with providers.

## **Closing Comments**

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Annette Jett announced she helped in starting the Kentucky Association of Community Rehabilitation Providers to have a collective voice among them. She said there are members, and it is a very transparent and solution based. Looking to partner with agencies who are doing the work already. Jeff White said there is a similar organization for waiver participants.

## **Next Meeting Dates**

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Provider Capacity Committee Meeting

Tuesday, August 13<sup>th</sup>, 2024

2:00 – 3:00pm EST

Employment First Council Quarterly Meeting

Friday, July 12<sup>th</sup>, 2024

1:00pm – 3:00pm

Hybrid Format

Location: Kentucky Transportation Cabinet



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**Andy Beshear**  
Governor

**Jamie Link**  
Secretary, Education and Labor Cabinet

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## Provider Capacity Committee Minutes

August 13, 2024  
9:00am – 10:00am (EST)  
Zoom  
Meeting ID: 857 3674 3195

### Members Present

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Chair, Jeff White, Annette Jett, Katie Wolf Whaley, Todd Coffey, Andrew Johnson, and Lori Norton

### Members Absent

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Staci Cain, Leslie Hoffman, Cora McNabb

### Staff Present

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Ron O’Hair, Nanci Howard, and Anu Kumari

### Staff Absent

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N/A

### Guest(s) Present

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Sara Lynn, Susan Brown, Kaitlyn Paschall, and Jonathan Carr

## Welcome

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Administrator, Nanci Howard welcomed everyone to the meeting and provided a brief update of the project NEON (National Expansion on Employment Opportunities Network).

## Introductions

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Chair, Jeff White welcomed everyone, introductions were held. The agenda was reviewed by all participants. Administrator, Nanci Howard provided an introduction of the new employee, Anu Kumari, who will assist with Employment First Council duties and correspondence.

## Project NEON Update

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Administrator, Nanci Howard provided an update on the NEON Project and mentioned the Employer Education and Engagement Committee is wrapping up their third part webinar series with subject matter expert (SME), Steve Blanks, from the Seeking Employment, Equality and Community (SEEC) organization. Council Member, Katie Wolf Whaley provided an update on the NEON Project. She announced

that through Project NEON, the Department of Medicaid and the Kentucky Office of Vocational Rehabilitation are collaborating on the development of a workable understanding to streamline service provision. She continued to announce that due to the technical assistance granted, Project NEON will sponsor the opening Keynote Speaker at the Association of People Supporting Employment First (APSE) as well as provide a session during the conference. The SME who will present is Tricia Jones Parkin but not yet decided. Katie provided a Link in the chat for the Kentucky APSE Conference.

Chair, Jeff White Provided an update on that NEON Project. He stated he has been working with Vocational Rehabilitation on the new service fee memo, which is still pending release. He further stated that due to the work through Project NEON, there is work being done to provide customized employment training to increase the capacity for individualized employment services among provider agencies.

## Provider Workbook Discussion

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Chair, Jeff White discussed “the need to build provider capacity and mentioned the ongoing work on the Provider Workbook. He explained the purpose of the workbook is to

assist providers with the development of policies for supported employment that meet the requirements of both OVR and waivers. He also highlighted the upcoming changes in payment structures that would allow providers to offer quality services without financial strain. The provider map is being updated quarterly to identify areas with insufficient capacity to meet the demand for services.

## **New Business – “Best Practice Tools”**

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Chair, Jeff White introduced a set of Best Practice tools developed by David Hoff and Duane Shumate from Employment 1st in Missouri.

Chair, Jeff White, mentioned that these tools cover various aspects of employment services, from pre-vocational services to long-term supports.

Chair, Jeff White requested volunteers to review the Tools and provide feedback on their applicability and potential modifications for Kentucky.

Sara Lynn and Council Member, Annette Jett volunteered to review the tools and provide feedback.

## **Highlighted Discussion about Ten Tools**

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Chair, Jeff White explained why Provider Capacity is important for individuals with disabilities. Jeff discussed the ten best practice tools and provided an explanation of the benefits of using the tools.

The following are a list of tools provided during the meeting:

- Prevocational Services: Progress Assessment.
- Career Planning: Checklist.
- Career Planning: Job Exploration interview/ Profile.
- Career planning: Discovery Experience Interview/ profile.
- Career Planning: Personal Employment Profile.
- Job Development: Action Plan.
- Job Development: Business and Job Analysis.
- Job Development: Placement Form.
- Supported Employment: Placement Checklist.

- Supported Employment: Monthly Retention Plan.

## Frequently Asked Questions (FAQ) Best Practice Tool

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Additional committee member, Johnathan Carr asked a question; “Would these services be paid for? These are [individuals] who have at least contacted the office and are waiting for their referral status to meet with a counselor. Does this opportunity allow them to engage in work-related activities while they wait?” In response to Mr. Carr’s question, Chair, Jeff White, mentioned that pre-vocational activities can indeed be a crucial part of preparing individuals for employment. One of the main concerns is that many people have a strong desire to get a job, but the lengthy process of initiating services can lead to distractions and loss of focus. This delay often results in individuals never returning to their employment goals. He continued, additionally, families may become overly concerned about the future of their loved ones, which can add to the stress and uncertainty. Pre-vocational activities offer a valuable opportunity to help individuals acclimate to the idea of employment. These activities allow them to feel like they are making progress even before they can access services through OVR. Moreover, some pre-vocational activities can be conducted simultaneously with other support services, ensuring that individuals receive comprehensive assistance while waiting for OVR services to begin. This dual approach can help maintain momentum and keep individuals engaged in their journey towards employment.

Council Member, Toddy Coffey asked question regarding “Best practice Tool” with Chair, Jeff White, “How can you capture this information to ensure that the person does not have to keep coming back and starting over again, especially if they are referred to another service provider?” Chair, Jeff White explained with brief details about Best Practice Tools and mentioned that task is match individuals with the right job that fits their skills and interests, and to provide the necessary support for their success. These practice tools will assist providers in:

- Helping individuals find the right job.
- Ensuring they receive appropriate training.
- Supporting them to maintain their job successfully.

## Potential Supported Employment Rate Changes and Implementation

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Chair, Jeff White asked staff support, Ron O'Hair to provide updates on potential changes and the timeline for implementation. Ron O'Hair mentioned tentative dates to train OVR staff and CRPs on the new rate setting. Ron announced the possible implementation date is October 1st, 2024. The committee expressed excitement about the upcoming changes and discussed the importance of a smooth transition. Council member, Annette Jett offered the assistance of the Kentucky Association of Community Rehabilitation Providers (KACRP), an association representing CRPs, in supporting the rollout of the changes. Chair, Jeff White and Council Member, Katie Wolf Whaley appreciated the

offer and discussed the importance of collaboration among different organizations to ensure the success of the changes.

## Additional Support

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Council Member, Katie Wolf Whaley shared plans to hire new staff as part of the Supported Employment Training Project expansion. The new positions will provide technical assistance and content development to support agencies in delivering quality employment services.

## Action Items

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Chair, Jeff White will send the Best Practice Tools to the volunteers for review and feedback.

- Administrator, Nanci Howard will forward the tools to all committee members.
- The committee will be discussing the feedback and explore ways to support the rollout and increase provider capacity.
- Chair, Jeff White mentioned the need to get the word out about the upcoming changes and discussed the potential for expanding the number of providers in the state.

## Agenda for Next Meeting

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Committee members to review the “Best Practice Tools” and provide feedback at the next meeting.

- Council Member, Annette Jett to explore collaboration opportunities between KACRP and the Employment 1st Council.
- Chair, Jeff White and Council Member, Katie Wolf Whaley to continue monitoring and communicating updates on potential changes and timeline.
- Committee members to stay informed and prepare for the upcoming changes.

## Adjournment

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Chair, Jeff White and Administrator, Nanci Howard thanked everyone for their contributions and adjourned the meeting.

## Next Meeting Dates

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Provider Capacity Committee Meeting

November 12<sup>th</sup>, 2024

2:00 – 3:00pm EST



**Kentucky Employment First Council**  
500 Mero Street, 4th Floor NE  
Frankfort, KY 40601  
Toll Free: (800) 372-7172  
Direct: (502) 782-3421  
Email: [Nanci.Howard@ky.gov](mailto:Nanci.Howard@ky.gov)

**Andy Beshear**  
Governor

**Jamie Link**  
Secretary, Education and Labor Cabinet

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## Provider Capacity Committee Minutes

November 12, 2024  
9:00am – 10:00am (EST)  
Zoom  
Meeting ID: 857 3674 3195

### Members Present

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Chair, Jeff White, Annette Jett, and Katie Wolf Whaley

### Members Absent

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Staci Cain, Leslie Hoffman, Todd Coffey, Lori Norton, and Cora McNabb

### Staff Present

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Ron O’Hair, Nanci Howard, and Anu Kumari

### Staff Absent

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N/A

### Guest(s) Present

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Kaitlyn Paschall, Shelly Durbin, Rachel Lanter, Stephanie Miller, and Cathy Anderson

### Welcome

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Chair, Jeff White and Administrator, Nanci Howard, welcomed everyone to the meeting. The agenda was reviewed by all participants.

## Introductions

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Chair, Jeff White welcomed everyone, introductions were held. The agenda was reviewed by all participants. Administrator, Nanci Howard provided an introduction of the new employee, Anu Kumari, who will assist with Employment First Council duties and correspondence.

## Project NEON Update

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Administrator, Nanci Howard, provided an update on Project NEON (National Expansion on Employment Opportunities Network).

She announced that the Project NEON application was submitted on November 6th, 2024, and requested the full 300 hours for the third consecutive year. The decision for the Core States will be announced on November 27th, 2024.

Nanci explained some of the hours from Project NEON will be allocated to focus on a new project focused on benefits planning and training. Hours will also be used to support ongoing work in customized employment and related efforts led by Staff Support, Ron O’Hair, and his team.

## IPS Provider Capacity

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Committee Chair, Jeff White, provided an update on behalf of committee member, Lori Norton, regarding the IPS Provider Capacity Map. Mr. White shared the capacity map for IPS-supported employment and highlighted the differences between IPS and traditional/customized employment capacity. He noted that IPS is expanding statewide, though some areas still lack activity. He explained that IPS capacity is influenced by available funding for provider support and training. He invited Staff Support, Ron O’Hair, and Council Chair, Katie Wolf Whaley to add any additional insights regarding IPS. Mr. White discussed how IPS capacity can grow as providers become more proficient, enabling trainers to support more providers over time. He mentioned that the program initially began with comprehensive care centers and has since expanded to include various agencies. Additionally, Mr. White highlighted a grant-funded initiative in the community care sector that is testing the IPS model for individuals with developmental and intellectual disabilities.

Staff Support, OVR CRP/SE Branch Manager, Ron O’Hair highlighted that funding is crucial for expanding IPS capacity, as it directly affects the ability to hire staff for technical support. He notes that traditional supported employment has significantly more providers than IPS, making it challenging to provide the same level of support. Mr. O’Hair mentioned they are looking to adding another consultant position within VR to enhance support.

Council Chair, Katie wolf Whaley explained that IPS is an evidence-based model with national standards, while traditional supported employment lacks the same fidelity scale and technical support. She shared there will be additional staff to assist with the Supported Employment Training Project and that they plan to begin on November 13th and November 18th.

Jeff White mentioned that Medicaid is developing a 1915 (I) waiver, which will provide ongoing funding for IPS services, including extended services and supported education.

## **Updated Supported Employment Map Discussion**

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Chair, Jeff White, switched to the provider capacity map for traditional and customized supported employment, noting that it looks similar to previous maps. He stated there are areas in red in the map that could indicate a lack of long-term support services through wavier. Mr. White discussed the need to utilize participant-directed services in areas with no provider activity, while also addressing the challenges of ensuring adequate support for individuals needing retraining. Mr. White observed that there is sufficient demand for services in populated areas, and he expects increasing capacity due to changes in the service fee structure. He mentioned that many waiver providers are certified to provide supported employment but are not OVR vendors. His plans to encourage certified providers to explore becoming OVR vendors.

Staff Support, Ron O' Hair confirmed that they are seeing an increase in inquiries from existing providers looking to expand their services. He shared that some providers are hiring more staff due to recent rate changes. Committee member, Kaitlyn Paschall, announced that they hired three more new SE Staff support.

Council Chair, Katie Wolf Whaley mentioned that there are agencies in the upcoming core training series that are new to her, indicating potential growth in the provider network. She shared a Link with committee members that can assist providers with the vendor process.

## **Staffing Expansion on SETP**

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Chair, Jeff White, highlighted the upcoming training sessions scheduled for December and January with their Quality Assurance (QA) staff. He informed the committee members the training will have a heavy focus on supported employment.

Discussion was held regarding billing issues for providers. Committee member, Annette Jett, stressed the importance of involving existing providers with additional support during the transition of the new billing system as well as recruit new providers. Ron O'Hair encouraged communication about challenges current providers face. Annette had a question regarding the training for QA's, specifically whether it will be Medicaid-based, indicating interest from non-Medicaid providers. Mr. White confirmed that they can accommodate such requests and encouraged further communication to arrange training sessions.

## **Review of Ongoing Activities**

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Mr. White shared news regarding the federal definition of competitive integrated employment in upcoming waiver regulations and mentioned that this definition has been developed in collaboration with the Employment First Council's Public Policy Committee and aims to standardize expectations across various programs. He also discussed changes to case management regulations and the emphasized on supported employment as a primary option for individuals seeking work. He also highlighted that the regulation would require providers of employment services to be OVR vendors. Shelly Durbin supported the idea, emphasizing the importance of encouraging agencies to become VR vendors.

The conversation shifted to the consolidation of supported employment regulations for different waivers. Shelly Durbin expressed her excitement about the changes being made and the potential for expanding services and mention ongoing efforts to create a policy workbook to streamline the certification process for supported employment services.

Chair, Jeff White, highlighted the importance of ensuring that wraparound services are available to support employment outcomes. He mentioned plans to collaborate with local vocational rehabilitation counselors to enhance understanding of available services.

Katie Wolf Whaley inquired about the timeline for implementing the new definitions and regulations, expressing concern about potential delays. Mr. White clarified that public comment periods will be necessary before finalizing changes, with a target implementation date of July 1st, 2025. He emphasized the importance of aligning regulations with waiver amendments to ensure a cohesive approach. Katie then provided Link which includes resources for individuals with disabilities seeking employment support.

## **Action Items**

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Chair, Jeff White will conduct training for QA staff on supported employment beginning in December and January.

Staff Support, Ron O' Hair will share information with Edward Monheimer and Jacob Estep in the KYOVR Program Policy and Support Branch to discuss the vendor application process.

Council Chair, Katie Wolf Whaley will collaborate with the Employment First Council to improve information dissemination regarding the vendor application process.

Kaitlyn Paschall will conduct a separate conversation with Chair, Jeff White regarding the "Missouri toolkit."

## **Adjournment**

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Chair, Jeff White and Administrator, Nanci Howard thanked everyone for their contributions and adjourned the meeting with reminder of next meeting date.

## Next Meeting Dates

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Provider Capacity Committee Meeting

December 10<sup>th</sup>, 2024

2:00 – 3:00pm EST



**Kentucky Employment First Council**  
500 Mero Street, 4th Floor NE  
Frankfort, KY 40601  
Toll Free: (800) 372-7172  
Direct: (502) 782-3421  
Email: [Nanci.Howard@ky.gov](mailto:Nanci.Howard@ky.gov)

**Andy Beshear**  
Governor

**Jamie Link**  
Secretary, Education and Labor Cabinet

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## Provider Capacity Committee Minutes

December 10, 2024  
9:00am – 10:00am (EST)  
Zoom  
Meeting ID: 857 3674 3195

### Members Present

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Chair, Jeff White, Katie Wolf Whaley

### Members Absent

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Staci Cain, Leslie Hoffman, Todd Coffey, Lori Norton, Annette Jett, and Cora McNabb

### Staff Present

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Nanci Howard, and Anu Kumari

### Staff Absent

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Ron O’Hair

### Guest(s) Present

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Zachery Zappenfield and Michael Uptegraff

### Guest(s) Absent

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Shelly Durbin, Sara Lynn, Cathy Anderson, Heather Wood, Siera Miller, Jessica Barnett, Stephanie Miller, and Melissa Marvel

## Welcome

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Chair, Jeff White and Administrator, Nanci Howard, welcomed everyone to the meeting. The agenda was reviewed by all participants.

## Project NEON and Annual Report Update

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Administrator, Nanci Howard provided an update on Project NEON (National Expansion on Employment Opportunities Network). She stated a press release announcing the core states had been received and that Kentucky was one of the states chosen out of 13. She mentioned there is no word regarding how to proceed at this time. She then announced to committee members that an accessible version of the Employment First Council Annual Report will be sent out to the full council in the coming week. Nanci concluded her report by stated, Administrative Specialist, Anu Kumari, will be on leave for an extended period. Employment First Council duties proceed as normal.

## New Provider Recruitment Information for Distribution to Waiver Providers

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Committee Chair, Jeff White, shared a PowerPoint with committee members and provided background information regarding the waivers and Supported Employment. He began by saying that all waiver providers will eventually need to become OVR Vendors, per current proposed regulations. He then shared that there are currently 266 SCL providers, of which about 106 are certified to provide Supported Employment, though less than half are doing so. He continued explaining, of those, certified to provide Michelle P services there are 253 providers (though there is some duplication). He reported, of those, 86 are certified to provide Supported Employment. As far as the two ABI waivers, he stated, there are slightly more than a handful though only one or two are providing Supported Employment. He then switched his slide to show a map of Kentucky labeled “Potential Waiver Participant Demand for Supported Employment.” Staff Support, OVR CRP/SE Branch Manager, Ron O’Hair highlighted that funding is crucial for expanding IPS capacity, as it directly affects the ability to hire staff for technical support. He notes that traditional supported employment has significantly more providers than IPS, making it challenging to provide the same level of support. Mr. O’Hair mentioned they are looking to adding another consultant position within VR to enhance support.

Council Chair, Katie Wolf Whaley explained that IPS is an evidence-based model with national standards, while traditional supported employment lacks the same fidelity scale and technical support. She shared there will be additional staff to assist with the Supported Employment Training Project and that they plan to begin on November 13th and November 18th.

Jeff White mentioned that Medicaid is developing a 1915 (I) waiver, which will provide ongoing funding for IPS services, including extended services and supported education.

## **Updated Supported Employment Map Discussion**

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Chair, Jeff White, then directed committee members to a map for demand of Supported Employment. He said the map (updated 11/17/2024) shows numbers based upon the number of working-age waiver participants (16-67) enrolled in Medicaid waivers offering Supported Employment as a service option and multiplied by the estimated percentage of waiver participants wishing to work in the community. He stated the data was collected from the most recent National Core Indicators Survey. Jeff reported numbers have gone up to 5,467 as per the survey. He used 42% as the multiplier for this data (42% of those wanted to work in the community). In some counties such as Robertson County, he said, there are 0 members who wanted to work in the community as there were no working age participants. He said in Fayette County, there are 335, and in Jefferson County there is just under 1,000. He explained here is significant demand in the two major metro areas, and some areas where there is a challenge to provide to all members wishing to participate in community employment.

He then switched focus to the Provider Capacity Map. He highlights Floyd County, because there is high demand and low capacity. It is the same for Campbell County, Jeff explained.

Discussion turned to the OVR rate changes for Supported Employment.

## **KYOVR Rate Comparison, Statewide Revenue Potential, Occupational Outlook, Pro Form vs. Day Training**

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Chair, Jeff White, highlighted the rate changes for OVR. He explained to committee members that previous system used outcomes payments for services, however, the new structure now allows agencies to bill for time spent.

He then presented a slide, detailing the potential demand and area revenue from services. He said there is significant potential for revenue through Supported Employment.

Jeff presented an additional slide regarding the Occupational Outlook for 2021-2031, which includes potential for up to 2.4 million new jobs in the state. He shared a slide with members regarding education attainment and new jobs forecasted. He said expectations of new jobs in Kentucky are estimated at 700,000 for people with no formal educational credential. High school diploma or equivalent is predicted to gain over 1 million jobs. Discussion was held regarding median wage.

Discussion turned to the pro forma income statement of Supported Employment vs Day Training. Committee Chair, Jeff White, said to match the net income, they could potentially receive from one person receiving Supported Employment, they would have to provide day training services to 7.13 people. The net income is almost equal in Medicaid providers, he said. Some discussion was held regarding the wages of the Day Training vs/ Supported Employment providers. Jeff stated an email will be sent out regarding this information as well as assisting providers to become OVR vendors. Discussion was held regarding a graphic that was created detailing everything you need to become an OVR vendor. He then opened up the floor for comments or concerns regarding the information presented.

Council Chair and Committee Member, Katie Wolf Whaley, asked the Chair if she could use maps from this meeting in an upcoming speaking engagement. The Chair provided her with permission to use the maps.

Ron O’Hair and Jeff White then held discussion about the changes, sustainability, and upcoming potential revenue for providers. Jeff spoke briefly about the (i) waiver which requires coordination of funding and then mentioned the policies and procedures manual for waiver-funded Supported Employment. He explains, the document allows providers to provide Supported Employment with less barriers and is currently working on a required form for providers and is working with BHDID staff on the form. The Chair discussed wraparound services and stressed the importance of providing services to consumers. He brings up a wholistic approach, that needs to happen between the two agencies. Jeff said he is attempting to eliminate the need for a letter of exhaustion and the PA1 form. Discussion is held between Jeff and Katie about the form. Jeff reported regulations are looking at moving forward in mid to late July.

## **Action Items**

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Chair, Jeff White will send out emails regarding the changes to the need for providers to be OVR vendors.

Council Chair, Katie Wolf Whaley will use graphics from this meeting in a talk she is giving upcoming.

## **Adjournment**

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Chair, Jeff White and Administrator, Nanci Howard thanked everyone for their contributions and adjourned the meeting.