



Andy Beshear
Governor

Jaime Link
Education and Labor Cabinet Secretary

Provider Capacity Subcommittee **Minutes**

April 6, 2023
09:00am – 10:00am
Zoom
Meeting ID: 858 1026 1031

Members Present: Chair, Jeff White, Katie Wolf-Whaley, Leslie Hoffman and Lori Norton

Members Absent: Todd Coffey, Staci Cain, Annette Jett

Staff Present: Kentucky Office of Vocational Rehabilitation (KYOVR) Administrator, Nanci Howard, KYOVR Administrative Specialist, Pepper Caudill, KYOVR Manager, Ron O’Hair

Staff Absent:

Special Guest(s) Present: None

Chair Report:

Chair, Jeff White opened meeting by explaining that wanted to share information about the Provider Survey and compare it to the NEON Structure to determine if the Committee is headed in the right direction. He went on the explain that the Committee needs to explore IPS Services model as it has experienced expansion and success in recent years. Jeff explained that Member, Lori Norton would speak about challenges and successes faced by the IPS Services team. Jeff screen shared an Excel document depicting data related to Supported Employment and provided commentary on each set of data reflected in the document. (This document has been attached to this report as reference to what was discussed.)

Subcommittee Discussion:

Chair, Jeff White switched screensharing over to a document titled “Responses to Waiver Provider Question Regarding Why Participants Wishing to Work Do Not Received Supported Employment Services” and provided commentary of each line item of this document. (This document has been attached to this report as part of the Provider Capacity Subcommittee Power Point, as reference to what was discussed.)

Member, Katie Wolf Whaley and Chair, Jeff White discussed the “Responses to Waiver Provider Question Regarding Why Participants Wishing to Work Do Not Received Supported Employment Services” data. There was further discussion between the two, regarding Supported Employment data. Member, Lori Norton joined discussion with Jeff and Katie, regarding Supported Employment

data.

Chair, Jeff White presented and explained each slide of Power Point Presentation via screenshare. (This Provider Capacity Subcommittee Power Point has been attached to this report as reference of what was discussed.) There was discussion between Member, Katie Wolf Whaley and Chair, Jeff White regarding the Transportation Concerns, slide of the Power Point Presentation. Member, Leslie Hoffman provided information regarding the Transportation Slide of the Power Point Presentation. There was further discussion amongst committee members regarding the Transportation Issues slide of the Power Point Presentation. Chair, Jeff White continued the screenshare the Power Point Presentation and turned the meeting over to Member, Lori Norton for further explanation of “Barriers to Getting Started with IPS Employment” slides.

Member, Lori Norton began giving explanation of the “Barriers to Getting Started with IPS Employment” portion of the Power Point Presentation. Chair, Jeff White began discussion with Lori Norton regarding the “Barriers to Getting Started with IPS Employment” slide of the Power Point Presentation. Member, Katie Wolf Whaley joined into the discussion regarding the “Barriers to Getting Started with IPS Employment” slide of the Power Point Presentation. There was further discussion amongst the Committee regarding the IPS Services model matter. Member, Leslie Hoffman stated that Pam Smith is working on a waiver redesign across the six waivers that are currently used. This redesign is to bring consistency across the waivers. Leslie stated that the Federal Government has requested consistent methodology in addition to the waiver consistency. This would ensure consistency among rates across the waivers. Leslie explained that Michelle P. has many children on the waiver, many of which only meet the waiver requirements because they are in the Michelle P., and they are not of age to work. She went on to explain the historical origination of this waiver brought on by litigation(s). She also provided additional historical and present information regarding the participation in this program. There was further discussion amongst the Committee regarding this matter and the possibility of working with Pam Smith directly. Lori Norton mentioned that “Supported Education” is missing and this is something that is needed. There was further discussion amongst the Committee regarding this matter.

Chair, Jeff White began discussion regarding Committee participation. There was discussion amongst members regarding this matter. It was discussed that the Provider Capacity needs direct Provider input. **It was discussed that a motion to make NEON a workgroup on the Employment First Council, be brought forward.** Member, Lori Norton offered to share an IPS packet targeted to help families. Administrator, Nanci Howard mentioned that Advocacy & Education Committee would benefit from this packet and offered to disperse that information to them once it has been received from Lori. **Nanci asked for a second to the motion to create another Employment First workgroup based upon NEON. Lori provided a second to the motion.**

Future areas of focus:

Committee Participation

Action Items:

It was discussed that a motion to make NEON a workgroup on the Employment First Council, be brought forward. Nanci asked for a second to the motion to create another workgroup based upon NEON. Lori provided a second to the motion.

Public Comment: None

Next Meeting Date:

TBD

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Certified to provide Supported Employment	83
Currently providing Supported Employment	41
Percentage of providers actively supplying Supported Employment	49%
Percentage of providers actively supplying Supported Employment who are accepting referrals	98%
Total number of employment specialists	104
Average number of employment specialists per active provider	2.54
Percentage of providers planning to hire additional employment specialists	18%



Kentucky Employment First Council – Provider Capacity Subcommittee

April 6, 2023
9:00 -10:00 AM

Responses to Waiver Provider Question Regarding Why Participants Wishing to Work Do Not Receive Supported Employment Services

Lack of Available Supported Employment Services	32.65%
Time Required to Establish Services through OVR is Prohibitive.	26.53%
Lack of Family/Guardian Support	24.49%
Lack of Commitment by the Participant	14.29%
Transportation	12.24%
Staff Shortage	12.24%
Behavior Patterns of the Participant	10.20%
Prefer to Receive Support from PDS Staff or Seek Employment Themselves Rather than Working with Supported Employment Providers	10.20%
Answer Indicates a Lack of Understanding Regarding OVR's Role in Funding Services for OVR Participants	8.16%
Concern About Impact of Wages on Benefits	6.12%
Participants Prefer to Work in Sheltered Setting	6.12%
Age of the Participant (Youth)	4.08%
Lack of Available Jobs	4.08%
Negative Work Experience	4.08%
State Guardianship Rules Concerning Earned Income	4.08%
Health Concerns (COVID)	4.08%
Levels of Supervision do not Permit Independence in the Workplace	2.04%
Providers Concentrating on Re-establishing Other Services	2.04%
Long-term Support Limits	2.04%
Participant's Diagnosis	2.04%

Waiver Provider Survey answers to the question, “What do you need to begin or resume providing Supported Employment services?”

Assistance to hire qualified staff	60.53%
Assist employers to increase job opportunities for participants	15.79%
Initiate changes to assist providers maintain sufficient caseloads to break even	15.79%
Provide additional training on all aspect of Supported Employment	15.79%
Distribute additional information about how to work with OVR	7.89%
Help motivate participants to work	7.89%
Reduce the annual training required by OVR	5.26%
Enhance Community partnerships to promote employment for people with disabilities	5.26%
Improve community awareness that people with disabilities can work and be successful	5.26%
Eliminate OVR's required minimum number of participants	5.26%
Exempt waiver participants from the requirement that they receive OVR funded services	5.26%
Increase the availability of transportation to/from work	5.26%
Increase funding for Supported Employment	5.26%
Simplify the process to establish employment provider status with both waiver and OVR	2.63%
Reduce the regulatory requirements for the provision of Supported Employment	2.63%
Develop a "train the trainer" opportunity for Supported Employment	2.63%
Provide Supported Employment training more frequently	2.63%
Reduce restrictions imposed by human rights and BIC committees that impact Supported Employment	2.63%
Simplify the process to access services	2.63%
Provide payment for Prevocational Services	2.63%
Create and distribute a "Guide Map" detailing when services should be available form OVR vs. waiver	2.63%
Produce and distribute information about the impact of income on benefits	2.63%

Training Needs to Initiate Employment Services

How to become a supported employment provider	52.63%
Overview of the Supported Employment process	26.32%
Review of Supported Employment regulatory requirements	15.79%
How to find qualified staff	10.53%
How to provide supported employment for persons with behavioral issues and dementia	5.26%
How to transition participants to competitive integrated employment when they are ready	5.26%
How to assist participants to further their education	5.26%
Identifying resources and opportunities to promote employment services	5.26%



Training of Leadership on Infrastructure Needed to Support Employment

How to become a supported employment provider	52.63%
Overview of the Supported Employment process	26.32%
Review of Supported Employment regulatory requirements	15.79%
How to find qualified staff	10.53%
Provide additional training on all aspect of Supported Employment	15.79%

Fiscal Incentives to Transition to CIE

How do we place emphasis on Employment Services over Day Training Services?

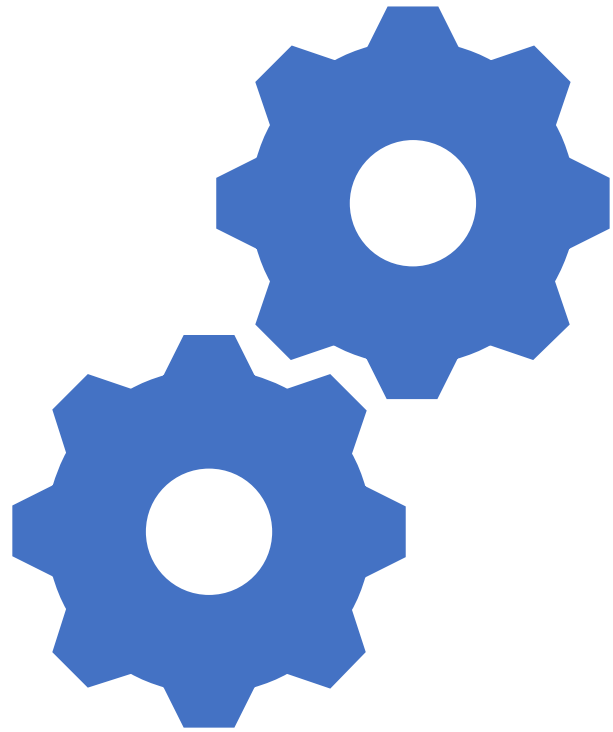
- Lack of Available Supported Employment Services
- Staff Shortage
- Initiate changes to assist providers maintain sufficient caseloads to break even
- Increase funding for Supported Employment

How can we address provider misconceptions of OVR/Waiver expectations?

- Distribute additional information about how to work with OVR

Is it possible to adjust certain standards that are perceived by provider organizations as being difficult to meet?

- Time Required to Establish Services through OVR is Prohibitive.
- Increase the availability of transportation to/from work
- Eliminate OVR's required minimum number of participants
- Simplify the process to establish employment provider status with both waiver and OVR



Settings
Rule/Final Rule
Response and
Improvement

Transportation Concerns

- OVR Funding of Transportation during Job Training
- OVR and Waiver Provision of Transportation for Atypical Work Hours/Days
 - 603 KAR 7:080: “Transportation services shall be provided between 6 a.m. and 8 p.m., Monday through Friday, and from 8 a.m. to 1 p.m. on Saturday.”

Transportation Services are closed after 1:00pm Saturday and all day Sunday. The only exclusion to the Saturday hours is for day programs where the facility has regular, posted, normal business operating hours (open all day Saturday) like during the week. Those individuals are transported home from the day program facilities Saturday afternoons.

Capacity to Grow Provider/State Partnerships to Expand Provider Base

1

Educate Provider
Community

2

Educate Family
Members

3

Address Provider's
Struggles to Recruit
and Retain Staff

Barriers to Getting Started with IPS Employment

- No one brought up the idea of work or talked about with client about
- Client does not know IPS Supported Employment is out there or at the place they receive services
- Therapist/Case Manager/Physician/Psychiatrist they see does not know that IPS SE is available in their community through another provider
- IPS is not in all counties/access to services
- Fear of losing benefits (or impacting the families benefits), myths about benefits and going to work
- Fear of what if it does not work out
- Expectations
- Family may have fears of family member going to work
- Confidence/ambivalent about work

Barriers to Getting Started with IPS Employment, cont.

- Process takes too long-strike while the iron's hot
- Transportation
- How to explain gaps in employment – Justice Involvement/Hospitalizations/Unstable work history (starting and leaving multiple jobs)
- Stigma/misperceptions
- May have been told work is too stressful or need to be stable first or cannot work at all
- Fear of employer or co-workers finding out they have mental illness/substance use
- Person has no idea what they even want to do for work – limited work history and unsure of skills they have
- Family – sometimes no one in the family is employed or has worked
- Previous bad experience with working – discrimination or harassment issue