



**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

---

## 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

---

Ron O'Hair, Nanci Howard and Pepper Caudill

### Staff Absent

---

N/A

### Guest(s) Present

---

Cathy Anderson, Johnathan Carr and Heather Wood

### Welcome, Introductions and Agenda Review

---

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**

---

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**

---

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 pertains 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 thorough a complete strategy so that the time spent awaiting employment services is not wasted.

## Committee Contributions towards Strategic Plan

---

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

---

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

---

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

---

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