

# Workforce Development Training Incentive Program Video Transcript

**Leolinda Iokepa:** Good morning, everyone. This is Leo. Thank you for joining us.

It's nice seeing all the friendly names and new names. So as you enter...

Wait about a minute or 2. It's not quite 9 o'clock yet.

I'd let everybody in. I apologize in advance. I got sick.

And so, let me know if you're having any challenges hearing me.

Okay, so as they're waiting to get in, I was wondering if we could test this out. Make sure you all can hear me. Okay.

if you want to go ahead and just (on your toolbar) raise your hand to let me know that you can hear me.

Okay, thank you.

Thank you. Thank you. Thank you.

Yay, I...lost my voice.

Got sick, lost my voice, and dreams about... not being able to do this, or my voice failing. So, I appreciate this.

All right.

Alright, we got one more minute. So, let's wait one more minute.

Thank you for coming early and getting situated.

Okay. It's 9 o'clock, and I'm gonna go ahead and get started. Aloha, and welcome. My name is Leo Linda Iokepa.

I wanna thank you all for joining us today. We're excited... to have our information... briefing on the Workforce Development Training Incentive Program.

We're here today at the grace of the Department of Health Developmental Disabilities Division.

And, we're really excited to talk to you about this new opportunity for your staff and the organization, and... for our participants and families.

So, let's go ahead. We welcome you. We're going to... brief you on the RFA (Request for Application)-- which is basically giving you the outline for our Workforce Development Training

Incentive Program (which provides financial incentives to both DSPs and service supervisors and their agencies to achieve certification).

So, what we'll be doing today is... I'll be kind of going over the vision. You know... what's the vision for... this workforce incentive... the path that we're gonna get there, who's eligible to apply, the requirements for participation, what the funding looks like, and how it's to be used.

And, we'll go over the application and the schedule, and take any questions and answers that you have today.

Alright, so the... the questions-- that's most important, okay. Don't wait till bumbye to ask the question.

We have the webinar set up today that you can actually give us your questions as they come to your mind. So, I want you to take a look at the...

I want you to take a look at your toolbar. You have a little Q&A toolbar at the bottom.

That pops up a...

[Clears throat]

That pops up for you to actually go ahead and start entering your questions,.

And then, we'll have a list of questions to be able to answer from to be able to get things going. So, this is really important. Go ahead and click on that Q&A Box.

It should work... for you to get through.

Okay. I'm just gonna help somebody get into our room with us today.

Alright, okay, alright. So got that going on your toolbar. Perfect?

Alright... so, let's get started. Let's talk about the vision, yeah.

Let's talk about the vision of where we are, where we would... oyy... sorry.

A computer is moving faster than...I am.

Alright. So, let's look at... the vision for a good life. Now we've seen this often, right? We've seen this a lot... throughout the years (if you've been working with DD division). You know... what is the vision for our good life, right? We asked that about our participants. It's in every ISP.

What is our vision for a good system, right? What do we want, right? We want... our workforce (the people who are caring for our participants and provide the support) to be vibrant. We want a lot of them. We don't want to have to worry about staffing issues, right?

We want to be able to have so many... so many workers to be able to do the best matches-- that we're able to match them with the right... best participant with their interests and their... skills so they can lead their best lives.

We want people to be proud of their work (that they do), that they have career pathways, and that there is a pipeline for them to be able to get more pay.

We also, from the system perspective, want to be able to see, there's a consistent level of skill across the workforce-- so that when somebody says, "Oh, yeah, I'm a DSP", we all know what that means, and it's not variable.

When we think about that... what do we want for our good system, right?

We got to think about what we don't want.

We don't want smaller and smaller and smaller workforce, right? We don't want to be...

We don't want our participants not being able to live their best lives, and they're just kind of just existing and drifting.

We don't want people to feel like that the job that they have as a dead end job (it's not important).

And, we also want to minimize the unpredictability for our families, for our participants...

As far as our employers (yourselves right), that when you bring somebody new to an organization that they said, they're a DSP, they've got this experience.

That means something-- that there's an expectation of what they can do.

So, how do we get there? How do we get to that good life? Well, this is what this is about. This is what it's about.

So, imagine this, you know...

I don't know about you guys... but, you know, we're kind of TV junkies at home.

And so we do... we do a lot of streaming. So, imagine if you actually had, like, your Netflix.

That instead of picking the movies, right, instead of having the movies, you could actually go to like this... online service and pick these modules for training that [are] based upon what you're interested in-- whether you're a DSP, a supervisor, a family member. That you would be able to have content and curriculum available to you.

Well, we've been able to do that, and we're offering that with this incentive.

We have a learning management system called Relias.

It is our... it is our Netflix. It's our online platform.

Within it... when we've been able to curate curriculum from both Relias, as well as Open future learning, and Intellectability.

Now, the curriculum that we've inputted into (imported into) the learning management system are all certified and credentialed curriculum by the National Association of Direct Support Professionals to be able to use as a foundation for their DSP Level 1 Certification.

The certification is a national certification that is portable. So, if you have a new hire coming in from Massachusetts, or if your staff is leaving and you're moving to Nevada-- if they've been certified DSP Level 1 (by any DSP), that means something wherever they go.

Alright. So, this is what we're using as our framework.

We put together some learning plans. Over the course of 6 months... we see the DSPs doing online training... on demand (meaning when it works for them), attending monthly online community practice sessions, and then sitting for their badges, attesting to the competence, and sharing their story of how they applied... the competencies that have been set up by the... by the Federal administration from Home and Community-based Services, to really think about the application at work, right?

So, it's about 50 hours of training, 6 community practice sessions, and 15 badges.

Now, what's great about the model is... that we're taking this idea of on demand asynchronous training, right? So, this is where we know... And, in that training, we're expecting that there's a transfer of knowledge (right, for folks to understand... a little bit more formally).

Then, we're implementing these community of practice talk story sessions-- which are done together as a group.

So, this is a way for folks to express... the knowledge... of the application.

It also allows us to help localize some of the... themes and the concepts to make it real (to how it is here in Hawaii).

And then, the badge acquisition really is that demonstration of applied learning.

That's the highest form of evaluation of training is when you can actually see that it actually has been applied.

And, the badge process really consists of the DSP sitting down, either writing out or recording their story (as it relates to a particular topic).

We've included into our vision for this incentives-- there are agency supported funds and DSP supported funds.

I'll go into a little bit more detail in a little bit.

The agency support funds are really to pay for the compensation for the training-- as well as the administrative support that's required to make this happen within your organization.

The cheer-leading, the reporting, the checking in...

And then, for the DSP Service Supervisor funds, it's really as a reinforcement... for the training (as an incentive).

Now, let's talk about eligibility for a bit.

Sorry. My computer is just going 60-miles-an-hour today.

Alright. So... for the applicant, you must be a Hawaii Department of Health Developmental Disabilities Waiver Provider in good standing.

You cannot have any kind of jang feelings with DHS. There should be no adverse events. You've also got to be in good standing with them, too.

You gotta have a FEIN number and be HCE compliant.

So, when we talk about the...

When we talk about the application, now's a good time to make sure your AC is in compliance-- because the applications will be due next month.

You know... sometimes they surprise us. You know, I got surprised the other day.

I didn't realize my... AC was gonna expire.

So, I had to scramble to make sure I was compliant. So, this is a good time now to make sure everything is set up.

You must be open and operating Waiver Services for DD for at least a year following the receipt of funds, right?

So, we want you to be able to say: "Yes, we're going to stay open. We're gonna keep busy-- because, you know, we're gonna be able to best use the gifts that have been provided."

Alright!

Now, priorities. You know, in the event that we have an overwhelming response of applicants, they really want us to be able to prioritize who... which applicants are going to be selected.

So, agencies who responded to an invitation last December... DSP agencies are in... will have priority-- as well as agencies who are contracted to provide ADH, residential supports, CLS (both individual and group), community navigator, PAB and individual employment supports (IES).

You may not have received an invitation-- because we only went out to DSPs.

But, since that initial invitation went out, we have [been] opening it up to include agencies that are providing individualized employment supports.

So, no one will be penalized for not having responded to it (if they were not sent the invitation).

Alright!

Now... the requirements...

Alright... so think about the vision, right? The goal... is for our DSPs to become certified.

We want to get that level 1 certification. That's the ultimate goal.

So, to get there, there are some requirements that we've put into place that we feel are really important.

One is this initiative cannot impact services, right?

So, in our quest to get the training hours done, we really cannot put ourselves in a situation where we're pitting this against the participants that we serve.

So, participant services cannot be affected.

The learners have to be paid, right? So, to conduct the training...

And, these are your DSPs and your service supervisors-- which is why incentives are being provided to the agency, as well, to help offset those expenses.

It's not a volunteer program. We want to make sure folks are getting... our folks are getting paid.

The agencies will also make sure that the DSP service supervisors have the necessary tools to be able to.... fulfill the training obligation. So, whether it's access to a laptop... a computer, a tablet, a phone, a device-- we've made sure that the curriculum has been optimized-- so it can be accessible from a phone.

Umm

It works, but (you know) bigger screen might be better.

But, you know, [it] all depends on the learner and their preferences and connectivity, right?

All of these are all online-- even down to the badge submission process.

So, we wanna make sure that the agencies facilitate that... having access to it.

We've got to make sure that the agency schedule time for the learner to participate in the training (as well as the COP meetings),

And, help to support and track the progress. You know, keep an eye... how are things going?

Identifying areas or issues that may be stumbling blocks, or preventing folks to keeping... up.

We feel that it would be beneficial for the agencies to encourage learners to complete the certification... tasks.

You know, it's real easy from the beginning to get... go, go, go, go. But you know, we said this is 6 months, right? So, it's not quite a sprint.

Not really a marathon. Maybe it's a half Marathon, right?

So, you got to be able to sustain that energy, sustain that interest, and we're hoping the agencies can really come... through with this... to help us keep the momentum and the motivation going.

The agency is required to invoice the University of Hawaii... RCUH (The Research Center) monthly, and expend the funds (as defined in the agreement).

You should have all received an agreement already, or up to the application... so far... umm... to be able to participate.

Alright. Now... funding.

Let's take a look at the funding. So, the incentives... as I mentioned earlier, 2 types, the agency supported... So, the agency of supported funds-- the amount was derived based upon formula and budget assumptions (based on average rate of pay and payroll expenses for about 70 hours).

Now, I say 70 hours, because we know it's 50 hours of training, but they're going to need time to do their badges, and attend the community of practice meetings.

So, kind of putting that all together...this is where we kind of think it's about 70 hours.

Now, this is important to note because... in the learning plans we have provided choice right, we want to replicate good best practice.

So, in the learning plan, let's say, for Learning Plan A, you know, if we... divide that 50 hours (yeah) out, maybe the first... the first 2 months is about 17 hours.

We may put 25 hours of different modules in there for them to self-select what they want.

Now, if they go and they complete 25 hours-- they do 75 hours of training in the system, you know, we're only requesting, and we're only supporting the 50 hours to complete it.

You know... so that's something that I kind of watch, right?

That we're really just supporting what it takes to become certified-- as opposed to not necessarily underwriting their entire training experience.

The agency supported fund also includes compensation for the administrative and learner support.

So, the reports, the tracking, seeing how they're doing, answering questions that they may have, you know, asking follow up.

For the DSP and the Service Supervisor funds, you know, basically, there are 2... payments-- first at the 2-month marker (milestone marker) as a training reinforcement, and then the second payment marker is at the completion of the level one... of the completion of the Level 1 Certification comes through.

All funds will go directly to the agency. RCUH will not be paying DSPs or service supervisors directly.

They will only be paying the contracted entity-- which is a DD Waiver provider.

Alright. So, again, looking at those payment milestones, you know, this is kind of the overall. Let's take a look at what it breaks down to.

So, if we take a look at the agency payments, right? So, you're gonna get an initial payment... of a thousand dollars per... learner at the get-go.

You'll be able to submit that invoice because we want you to have a reserve for your payroll and your payroll expenses that you may have to... float out in the in between months... 2, 3, 4, 5, and 6.

We're having you... you will be able to bill for \$300 per learner per month, who has actually accessed the system, right? And, that's... you know, that'll be verified through reports (through Relias).

And then, there'll be a final payment to the agency for HDSP that achieves certification of a thousand dollars.

And that, again, is verified... through the computer system. But, this time, it's the one that does the batches.

[Coughing]

Excuse me! On the application, the RFA point of contact and the service supervisors will be given access to track learner participation. So, you'll have tools.

You'll have the same tools. We have to be able to go in to see what people, how people are doing, what they're working on, and how they're progressing.

As it relates to the DSP service supervisor payments (as I mentioned), the first milestone comes within a month 2 (which is for \$500), and the second milestone is a thousand (once they achieve certification)-- all of which can be verified by the systems.

Now, it's important to note, and this is in the RFA, that the milestones are not interdependent.

Let's say the participant for some reason (or rather, the learner) misses the first milestone.

It doesn't preclude them from receiving the second milestone of the \$1,000 at the end of the certification.

Okay? So, they're not dependent on each other. If you miss one, you can still get the second one.

So, that's really important. We don't want people giving up.

Now, let's walk through the application.

Umm

So, I will say... and I want to recognize our team that we have today. We have Marlene Murray.

We have Lokilani Brent. And, with us in virtual spirit is... Lilia Teninty,-- as well as Mary Brogan and Katya... Kasha Litecky... have really tried to make this the most easy and the most simple... possible... application you've ever seen in the history of the world.



I'm telling you... it doesn't get any better than this (just because it's such an easy application).

I think you should actually do it. So how do you apply to get the funds?

You're going to go ahead and fill this out.

The name of the agency... go ahead and give us a contracting name.

Now, because this contract is between your agency and RCUH...

You know, they have their own... way of doing things.

We want to make sure that we can get as much information and set up properly-- so we're not delaying the contract process because of differences in the system.

So, the name of the agency. Now, what if you have multiple sites?

Okay, this is where we're putting in a site physical address.

We're going to want you to submit a separate application for each site. Okay?

So, that way, we can see if you have multiple sites on an island or across island.

We can see that... okay, you want to make sure your Maui folks get taken care of, or your Kauai folks are involved.

So, we want to be able to see the... treat them separately, and not treat them as a single application.

We'll need an RFA point of contact-- because that's going to be the person responsible for the tracking

For the application itself, all we need to know is... how many participant... participating DSPs and service supervisors you are proposing that you're committing to participate in... for the site.

Okay? So, you know, we have some rules about the ratio. It has to have at least one service supervisor for every 5 DSPs.

So, if you've got one DSP, we need one service supervisor.

You got 8 DSPs... we need 2 service supervisors. Alright?

The service supervisors are critical and important for many reasons.

One is, it's good for them to know what the Dsp training and what they're going through and what they're learning right?

Because, it may be different terminology, different way of doing things, but it's also a way to reinforce the training.

It also helps them kind of maybe talk through some challenging situations.

It also allows us to provide some professional development through the front-line supervisor curriculum and training modules that are available through Relias and through Open Future-- to be able to help with their professional development and growth.

So, this is a win-win, I think, for everybody.

As we've heard often over the last 2 years-- that the opportunities for the super supervisors to get that kind of level of training isn't necessarily readily available, and it's time consuming.

This is a way for us to be able to address that and provide it.

Alright, second half of the application.

Come on, let's go.

Why are we not working today? Come on.

Now, I'm just making sure I'm not frozen.

[No Audio]

Okay, I'm gonna stop my sharing right now and see what happens to our...

Let that... let's go back.

Now, as I'm getting my computer to come back up to work. I was letting you know that we're gonna be addressing the questions at the end-- so we can keep record of them.

But, I'm glad you're asking questions already. There are really, really good questions.

Alright... second half of the application. We just want you to go ahead and check the boxes that apply to address... the requirements and the priorities.

The signatory needs to be the person who is able to enter in a contract with RCUH.

So, we'll make sure that the right signature is there on the application.

Now, that is it, as far as the application goes.

If you would attach your W-9, that'll make things move faster.

There are no additional narrative requirements. So, we're not going to ask you, how are you going to do this?

We are leaving that up to you. You are the expert of how you deploy... training to your staff.

We're just making the tools available for them.

So, there's no need for you to... tell us or explain to us how you're going to do this.

We trust you. We want to be able to just get these tools out to you all.

You're gonna submit the completed application and the W-9 via email to Marlene Murray ([marlene.murray@doh.hawaii.gov](mailto:marlene.murray@doh.hawaii.gov)) by 4 o'clock on April 4<sup>th</sup>, 2025.

So, it's just kind of around the corner.

Okay, now, the schedule.

So, we get to go ahead and mark the first two things. We get to click it off, right? The RFP went out.

We're having this webinar today to answer questions.

if you leave today, and you're driving in the car, and you get in.... I get a question.

Or, you're having lunch, and like, "Oh, I should have asked this", you have until the end of the day at 4 o'clock to go ahead and get those questions in to us.

We will get the responses back to you all on Tuesday-- for you to be able to... you know... determine if this is something you would like to continue to do to get the application.

The awards and notification will be made on April 11th (a week later).

And then, we will spend the next month working on the contract and executing the contract with RCUH, and then kickstarting the orientation with you all to get started for the program on June 1st.

So, what's in the orientation? This is about logins.

This is setting up the accounts. This is actually getting... we're gonna have, like an online form to fill out the names of all the learners, their role, some demographic information-- so we could create the accounts in the system.

And, we'll do a little orientation on the training... on the system.

Alright, so... questions, comments concerns?

I know we've got some in the...

We have some in the chat, so why don't we go ahead and let me start with the chat questions, and then, we will go ahead, and then answer questions that have come in on the... thus far through our email.

Alright... okay. Now... first question up-- will there be multiple options to participate in the COP meetings?

So, we don't have all participating staff off at the at the same time. Yes.

So, we will have probably up to 2... morning / afternoon opportunities to participate in the COP--as well as having [an] online recording of the COP, and make those files available.

The Service Supervisor also needed... is the curriculum... the same for the DSW.

Okay-- so the Service supervisor curriculum is a little bit different. There is some lower...

The serve... there is some overlap between the curriculum-- between the DSP and the service supervisors.

So, in... when we look at the badge, and then we look at the badges.

There are 5 core badges that are required (regardless of who you are).

So, that content is probably going to be the same. So, person center planning, safety crisis management...

But, other than that, they'll be supplemental.

The service supervisors has his own pathway, and they will have... their modules, but are also able (if they would like) to take (again, because of the flexibility) to you know.. take similar modules or the same modules that the staff are taking (just for overlap).

Okay? The tuition for each DSW learner is calculated under agency payments. Okay.

There is no tuition being collected for this project. This project... so, access to the training curriculum, access to the COP, access to the badges-- those are all being supported by DD division.

So, there is no expectation that there will need to be a payment to pay for tuition.

That has already been assumed by the Department of Health.

The agency payments are really... again to be used to pay for the learners to have time to learn, as well as administrative overhead... as well as incentives for their participation.

Alright. Now, our main office would be the site physical address. But, we serve the entire island [of] Hawaii.

Can we put Hawaii Island on this... as the service-- as the Hawaii Island... as the service location. Yes, you can!

Alright. Will staff certification be linked to higher future service reimbursement rate?

That's the question!

DD division is exploring multiple avenues on performance-based payment.

Using certification, looking at rates-- this is very much a factor in the exploration and selection of future value-based payments.

So, down the road, do we see this happening? This is a key to getting us there.

Reconfirming-- mentioned [that] there should be one service supervisor to 5 DSPs in the project. Yes... want to have the ratio.

You know the... and the reason for the ratio is because of, you know, the fallback-- in the sense of... when the DSPs have questions, they are less likely to ask us questions, and more likely to ask your staff questions.

So, you know, being available, is important for that.

What we did find out was... that Staff were not necessarily asking questions when they came up to anybody. So... we think it's important then for just being able to make that connection, and to the tracking and to getting people on board will be very important.

Very important for that.

Alright. Now, I know you're thinking about more questions. So, I'm gonna go ahead and... come up with a... have a couple of more questions that we are going to go ahead and... that we're going to go ahead and respond to that had come in in writing.

Okay, let me get them back up on the screen.

Okay?

Oh!

Okay. Alright. So I have a question. Okay? Another question came up. Oops

On the application, under required documents, unless valid tax clearance from U.S. IRS-- is that applicable to the 501c3? We've not had to do that before.

If you are Hawaii Compliant Express / the AC compliant (which you have to do for DD division)-- it's going to be in that. So that require...

So, Hawaii compliance express certifies 4 areas of compliance, and one of them is the U.S. IRS.

So... it's not something else new you have to do. Ahh...

It's already in HCE, and I hope that makes sense.

Okay, awesome, awesome, awesome. Yeah... we're trying to make this as easy, peasy as possible.

Alright. Now, let me go back to... let's go find our other questions.

All right, all right. Do you have the curriculum or the syllabus (oh) for this training program. If it's possible to review it-- so we can give an idea for our possible participants.

Right? We will distribute with the Q&A catalog of available content. We'll also submit for you the listing of the trainings offered for the first 2 months, and the corresponding badges-- so you can get, and see an idea of topically what we're looking at...

Again...

I will tell you that the curriculum that's available is like drinking water from a fire hose.

So, we've really kind of are pulling it down... so that it's not overwhelming, and people can really focus on what they want their learning pathways-- but still have choice.

Can staff who participate in the pilot, also participate in the phase... this phase to contribute to our certification.?

Yes... we welcome pilot participants into this phase-- so they can keep working on their badges and their required training hours.

Alright. Is the maximum number of DSPs enrolled in this program 14?

If we're allowed more, how do we add another page? Alright... so at this point, there's no restriction on the number of DSPS proposed in the application.

The selection process seeks to be inclusive, and we may limit the numbers based on the total number of submissions.

If that occurs, agencies will be notified of any limitations, and the invoice will be adjusted accordingly.

Why I say, this is... you know, we have made some, you know... scientific... just kidding, we made some guesstimates (some hypotheses) on how many agencies will be participating, and how many learners they will be applying to participate.

We kind of have an idea what that looks like, and then we doubled it. And, we still make sure that we had enough room.

So... you know, unless every single agency wants to put in every single DSP... right now, I don't think we'd be able to take care of that in this phase of the project.

But, we don't want to limit folks applying. So, we want to be able to get the information... and then see what we got-- but, make sure everybody has an opportunity to participate.

In the RFA, the information that I'll mention was a invitation to participate, dated 12/30/2024.

Is it possible to have it resent... to resend the invitation again (this time)? Yes, we'll put that in the... in the Q&A.

I... you know... I did have one last slide to share.

You know, again, this is the goal for the DSP certification.

You know... it's a... it's work that... folks are doing anyway (I have to say).

The... training will count towards your annual training requirements.

You'll be able to generate training rosters from it... certificates...

So... however, you implement your annual training requirements... this will suffice for it.

On the job training, that parallel training, that talking story, checking with the supervisor, that reflective supervision-- this is kind of all part of it.

So, these are things that are part of what you... are doing already.

Why not... do it through the training incentive program?

Help us standardize some of the training-- making sure that there's consistency across the state.

At the same time, because these funds are available, because these funds are available-- that you know, this is time to take advantage of it.

Alright. Yes, we will send out the webinar link.

I am... apologize for that momentary glitch with the slides.

The DSP enrollment is going to be limited to the service supervisor enrollment.

Because, we need to make sure there's enough people at the agency to be able to support the learners through.

If that's going to be a consideration (that we need to consider), please let us know, provide us more information, so we could take a look at to see if there might be a potential other ways of accomplishing this.

Now, you know, one of the options that we do have... are having... cohorts. You know, this is phase one.

We anticipate there may be a phase 2-- so maybe able to stretch... they may be able to do some work around that.

If your agency has not been selected to participate, can you still have access to the training?

No, the training modules are available at this time for those who are selected.

Alright, the application does not ask for service supervisor / learner names. Do we attach them?

No, you don't need to attach them at this time. Right now, what we want to do is get the counts. and then give you time to be able... give all of us time to be able to go in, and get the names and, of the... of the service supervisors, and the DSP learners.

Okay... so, we just... we wanna... we're gonna work things in parallel-- so we can get things done sooner... than... rather than later.

Right now, we're really looking at numbers.

And, you know, anticipating whether or not we need to have a second cohort, and some of those kinds of things.

You know, I think the other... going back to the other... comment about having DSPs and service supervisor (that ratio)... we want to make sure, you know, that that... everybody has a win-win on this, and... we would hate to see a large number of DSPs apply, but they're not complete.

And so, we need to really, just really get a really good understanding of what it's gonna take to complete them to get through the badging process-- which is the ultimate goal, right (is to get the certification)?

So, I cannot speak... any stronger. I make a stronger point related to that... to that effort about making sure that... you know, we don't overwhelm the service supervisors who are there to support-- because they've got so many DSPs to respond to, and we don't want some of the DSPs, perhaps not... getting the attention and support they need from the agencies.

Because, not having enough, there-- so goes... goes both ways.

Alright... other questions. If you have thoughts, you can still put your thoughts into... you can still put your thoughts in the question box.

While you're thinking about it, I do have a little poll for you all that should be popping up. You know, we've got 2 questions.

We've just launched a poll.

Let's see.

Let's see, let's see.

Umm

Is it showing up on your screens? Are you folks seeing the poll?

[No Audio]

Alright. Excellent! Thanks Dominique.

Yeah. So, the learning time-frame... the learning time-frame is actually 6 months starting June 1. So... June, July, August, September, October, November. So, end of November... end of November is when the system will be open. You know.... for the training, and then they'll... have that... the extra 30 days to finish up the badges.

Any other documentation paperwork... that's got to get done.

I... you know, our questions that we're just asking have to do whether or not...you know... what (if any) online platforms you may (or be may not) be using right now, training the staff.

And then, how likely are you to participate... in this workforce initiative?

We are excited to get this going. We learned a lot from the pilot, and we wanna just give a shout out to the pilot agencies (who helped us kind of formulate this)... that, you know, we're at the point



now that we can, you know, roll it out to the rest of the community (our DDD waiver providers)... to be able to (from an economy of scale)... to be able to provide access to this to the staff.

So, we're looking forward to working with all of you.

As I mentioned, we are entertaining more questions until the end of the day (until 4 o'clock)... at the end of the day... at which we will summarize the questions and provide responses to you all next week.

Alright!

Okay.

Well, you know, we didn't know how long this is gonna take. We thought we would have more questions, more content to cover.

But you know, really, we've gone over pretty much... you know, all the details.

I'm gonna ask my... my team

if there's anything else we need to add... besides a big mahalo for you all participating today.

And, considering this, and you just thank you for always... committing to quality.

Okay. Alright!

Okay. Having said that, I will release you to reclaim the hour and 15 minutes that we took away from your schedule.

So, please go do something nice for yourself.

And, oh yeah, go fill out the application and send it in. That's what you could do over the next hour and 15 min.

Alright! Take care everybody! Thank you. It's nice to see you all!

Aloha no! And, have a lovely day. Take care!