

Waiver Renewal Feedback Session

Welcome to today's Developmental Disabilities Division Waiver Renewal Feedback Session.

My name is Stacy Haitsuka. I'm a member of the Developmental Disabilities Division training team, and I'll be helping to facilitate today's webinar.

I want to share just a few announcements before I introduce the presenters. Today's webinar is being recorded.

We will let you know when the recording and the handouts are posted to our DDD website.

It'll take us just a few... days to get that done— so I appreciate your patience.

We have a lot of information to share with you today, and we anticipate you will want to ask questions... after listening to the presenters.

There will be time for questions at the end of the presentation. And, we encourage everyone to share their feedback.

To ask questions or to share a comment, you should use the Zoom tools.

To type your comment or your question, you can open the Q&A feature (the question and answer feature) located at the bottom of your Zoom toolbar, and you can type your questions and comments into the text box.

To ask your questions verbally, please raise your hand using the hand icon in your Zoom toolbar.

When I say your name (when I call your name), you'll be able to un-mute your microphone and ask your question.

Alright.

Okay. So, let's introduce our presenters for today's webinar. Mary Brogan...

Mary is our administrator for the Developmental Disabilities Division.

She will briefly explain the webinar... the Waiver... renewal process... the proposed changes for the upcoming Waiver renewal, and some background information about supplemental payments.

Tracy Comeaux... Tracy is our branch chief... for the division's Outcomes and Compliance Branch.

She will share information about the division's certified adult foster homes... and the neighbor island adult foster home statement of need.

Julie Humble is here. Julie is the division's program specialist.

She focuses on competitive integrated employment, and she will talk about employment and the statement of need.

Steven Palowski is here. Stephen is the managing director for Burns and Associate's Division of Health Management Associates.

Stephen will discuss the supplemental payments for the adult foster homes and for... employment.

And, Leolinda Iokepa. She's here with us today as well!

Leo is the president and CEO of Hilopa'a Family... to Family.

She and her team have been helping the division with training and certification for our direct service professionals (for the DSPs). She's going to discuss the certification... statement of need and provide some... progress updates.

Welcome to all of our presenters!

And, welcome to everybody who's joined us for today's Zoom presentation.

Alright. So, we're ready to get started. You should be able to see the slides up on the screen— so we'll help... to advance the slides as the presenters... share their information.

Mary is up first to present. I'm going to have my camera and my microphone turned off during the presentations, but I'll be monitoring... the Zoom activity in the background.

Okay. And, for those of you who have questions, please feel free to place your questions in the Q&A... for the Zoom feature, and we will get... back to you at the end of the presentation. Okay?

Alright. Thank you! Mary?

Mary: Thank you! Thank you Stacy so much for that introduction, and the information that we need to conduct this webinar.

Thank you everybody for... signing up to listen to us today.

And, thank you to the presenters. We have a very... large group of people, but I think that... we really want to hear from you. The purpose of this webinar will inform our... our services for the next Waiver renewal.

And those... this is for the 1915C Waiver for People with Intellectual and Developmental Disabilities.

And that... these... the Waiver is renewed every five years.

And, so this feedback session is helping to inform us about what you feel are... the... information that we need in order to round out these service proposals that we've been working on for a couple of years with stakeholders... for the next Waiver that again will start services at July of 2026.

So, what we do is we... submit a waiver application. We... before that we... gather information from you.

We go to formal public comment. And then... we go... we submit to the Centers for Medicare and Medicaid services.

And, then they ask questions and we... we go back and forth... and with the... goal of starting services again in July of 2026 (so next year, July).

So, that's what this... feedback session is for... for us to listen to you.

There's kind of a new... feature of the Waiver that we are taking advantage of that is allowed.... for 1915C waivers, and will be part of our application.

And, we'd like to get... feedback... from you. And, this is the... supplemental payments—which is... a new feature.

And we... are proposing supplemental payments for service providers in order to incentivize, augment... build our service system.

The first one is for new adult foster homes on the neighbor islands (but not Oahu).

It's to incentivize building new homes (opening new homes). The second one is new placements in competitive integrated employment.

So... supplemental payments for service providers, or incentivizing new placements in competitive integrated employment settings.

And, the third one is to incentivize our... ongoing program for direct support professionals.

And, it's a certification program. So, we're going to go be going over that in depth and seeking your input through the Q&A.... or raising your hand.

So, these supplemental payments would be additive to existing billing for services... and participation in the supplemental payments... program will be voluntary by the service providers (the provider agencies).

And, between... when we apply for this... these supplemental payments, and the beginning of services, we'll continue to develop rules and standards for supplemental payments.

So, that will be an ongoing activity.

So, right now, I'm going to turn it over to Tracy Comeaux (our branch chief for outcomes and compliance)— who's going to talk about the adult foster home on the neighbor island supplemental payments.

Tracy: We can go to the next slide. Okay. So, good morning everyone! So, just to give you a brief background on adult foster homes.

Adult foster homes offer a family-like environment... for adults with intellectual or developmental disabilities who require full-time support.

With regards to rates, they are less costly than other ResHab settings (such as licensed settings).

Adult foster homes provide care on a 24-hour basis, for not more than two adults with intellectual or developmental disabilities.

And, these settings are regulated by the Developmental Disabilities Division.

And, adult foster home caregivers are responsible for the care, training, and supervision of all adults with I/DD that live in... foster homes.

So, for case managers and waiver providers who provide services on the neighbor islands... we know the challenges that you encounter due to the limited adult foster homes.

We know that there are very few homes on these islands, and often there are no available vacancies in the existing homes.

And, in fiscal year 2024, only 15 individuals resided in an adult foster home on the neighbor islands (compared to 453 on Oahu).

What the supplemental payments will ensure is an adequate number of adult foster homes on the neighbor islands to keep participants in their homes and communities.

We want participants to stay on their island of choice— so that they can preserve their connections to family and friends.

And, in addition to providing a family-like environment, we want all foster homes to be a place where participants can thrive-- where they live meaningful full lives with individualized supports.

So, now, I'm going to turn it over to Stephen who is going to talk about the adult foster home supplemental payments.

Stephen: Thank you so much Tracy. I'm going to open just by reiterating a couple of points that Mary made.

The first is (as she said)... we and the division continue to consider the specific policies, requirements, guidelines that will be attached to each of these supplemental payments.

So, the material that I'm going to share in this slide (and a couple of others that I have during the course of our discussion here this morning) relates to our present thinking.

However, that thinking might change. It could change in response to comments that we receive as part of this process.

It could change in response to ongoing discussion between the Division of Developmental Disabilities and the MedQuest division (the state Medicaid agency).

And, it could change in response to feedback that we get from the federal government as part of this... re-authorization process that Mary indicated.

So, we wanted to share with you what we know at this point in time (what our current thinking is).

But, by the time we get to implementing these supplemental payments, there might be some minor adjustments that are made (in response to feedback from various parties).

The second thing that I wanted to reiterate (that Mary already raised) is that these payments are meant to be... as we say... "supplemental".

That means they're in addition to existing services that are already being reimbursed. In other words, nothing's being taken away.

The supplemental payments are not replacing anything. They are being add... they're additive. They're adding to what is already in place.

So, for example, when we think about how DDD reimburses for Adult Foster Home (or AFH) services, a component of that rate is already meant to account for recruitment related efforts.

So, if you were to look at that rate model (which we don't have...queued up for today's presentation)... but that rate model includes a specific element for recruitment-related expenses.

That's going to continue. That [will] continue to be built into the rates for all AFH services.

But, as Tracy mentioned, we have very, very few AFH's available on the neighbor islands.

So, this is going to be additive to the money that's already built in to the reimbursement rates.

So, in terms of what we're currently thinking about for adult foster homes, the... lead here is that the division will begin making supplemental payments to ResHab agencies that develop new AFH's on the neighbor islands.

This will be limited to newly certified homes-- so a home that's not currently providing care to individuals with intellectual / developmental disabilities

And, it's going to be payable upon a placement within the home.

So, they have to become certified. But then... because the whole goal here is to expand capacity, the supplemental payment will not occur until after someone has actually moved into that home.

In other words, it's not good enough simply to get the certification.

There needs to be that new certification-- plus a placement within that brand new home.

One of the questions that remains unanswered is... when specifically that payment gets made?

For all of these supplemental payments, we want to ensure that the integrity of the services remain.

So, we don't want placements being made that are inappropriate (based upon the needs of the individuals and the skills of the adult foster home provider).

We want these to be good matches, (in other words).

And... so the payments almost certainly not going to be paid the day after the placement occurs, but some period after that-- not a year after that, but maybe 60 or 90 days (just to ensure that an appropriate placement has been made that... match (that fit) between the AFH provider and the individual who will now be living in their home is a good one).

So, if folks have thoughts about what an appropriate time frame is.

That's one of the types of things that we're looking for feedback on.

But, I don't think it's going to be day one. It won't be a year. It'll be somewhere in between those two extremes.

In terms of the supplement... supplemental payment itself, it's going to be \$5,000 to the ResHab agency for the first placement in the home.

So, we're talking about new homes and an individual moves into that home.

At that point in time (after some period of time... I should say... maybe 60 days, maybe 90 days), the ResHab provider will be able to bill for an additional \$5,000.

We also gave thought to... what about a second placement in the home (because AFHS can care for up to two people).

And, because the goal here (as Tracy mentioned) is to expand capacity, the decision was made that... yes, we'll make a second supplemental payment

But, most of the work occurs to get the.. home up to that level of certification, right? So...

That's why the \$5,000 payment is as large as it is.

And then, for the second placement (if there's a second placement), if it makes sense based upon the capabilities of the provider and the needs of the first resident (and the second resident), they will be eligible for a secondary payment of \$2,500.

Now, to be clear, that has to be a second placement-- not a replacement of the first individual, right?

So, if someone moves in... the provider gets the \$5,000 payment, and then the provider (excuse me)... then the individual moves out, and another person moves in... they won't be eligible for a second placement, right?

Because, this is about expanding capacity. If we have one out and one in, the capacity has not been expanded.

So, it truly is for a second placement being made into that newly certified AFH.

The other point that we wanted to make is that... broadly speaking, we're not intending to prescribe exactly how agencies use these supplemental payments.

And, that's because the needs from one agency to the next... are going to be a little bit different. And, we also want to encourage innovation.

That being said, it will be the expectation that some portion of that payment be... shared with the staff who are responsible for developing the placement (the recruitment staff in other words)-- a reward for their hard work. And, potentially for the AFH provider-- some money to kind of get them off the ground (an inducement for them to become an AFH).

So, again, it's not that DDD is going to require a precise amount to be shared with this party or that party.

But, it really is meant to allow the AFH to provide incentives-- both for their staff who are doing the work and for their contracted home providers who are agreeing to become AFHs and bring someone with an intellectual and developmental disability into their home.

Overall, clearly there are more details to be worked out, but as I said at the top of my remarks, that work is ongoing. It's not part of the waiver itself. That will be done through the service standards that DDD maintains.

But, if folks have ideas about how to make this... supplemental payments (this outcome-based payments) as successful as it can be, we're certainly open to that feedback (as part of this process).

I'm going to turn this over now to Julie. She's going to talk a little bit about competitive integrative employment, and then I'll be back to talk about the payment aspect of that.

Julie: Thank you, Stephen. Good morning. So... okay, here we go. Here is our employment statement of need.

First off, I am so excited about this supplemental payment.

When I was brought in on the discussions about what this may look like, it just really... it just... it really rang true to me, because we as we all know, as you can see here in the graph and with the information here on this slide... that here in Hawaii, we are the third lowest state in terms of the rate of individuals served in integrated employment. And so, we really...

And so, we really have an area of opportunity. And, getting to work with all of you as providers across the state, I see how energized you all are and committed to making this happen.

And so, I really feel like this supplemental payment that Stephen's going to go into detail in the next slide will really help us to get there.

So, you may wonder... why is DDD... why are we doing this? So, again, we are committed to supporting participants... in finding meaningful employment and recognizing the efforts of waiver providers to make this happen.

And, we are focused truly on furthering our efforts to practice what it means to be an employment first state.

And, some of you may wonder "what does employment first mean?" And, that is... where employment in the general workforce... should be the first and preferred option for individuals with disabilities receiving assistance from publicly funded systems.

But, it goes beyond just being an employment first state and practice.

I wanted to also share with you the concept of the power of opportunity.

I recently had the opportunity to hear a young gentleman who described his path to competitive integrated employment.

And, he explained how just having that one person see the value that he could bring to the workforce and how that changed his whole trajectory... in being able to have a fulfilled life.

So by... you know... by valuing competitive integrated employment, we want to see the enrichment of the lives of the participants we serve.

That's everything from financial independence, self-worth, and true integration opportunities in the community.

So, I look forward to... answering any questions you all may have, and I'll turn it back over to Stephen on some of the details about this payment.

Stephen: Thank you, Julie. I think between Julie's enthusiasm and the dedication of the service providers...

I'm really excited about the possibilities of this particular incentive payment.

I'm going to reiterate the point I raised a moment ago. This is meant to be additive to revenues that providers are already receiving.

So, if we think about the waiver itself... job development is already a covered service. So, providers can already bill... for job development activities that they are performing with or on behalf of an individual.

Similarly, providers that are serving people through the voc-rehab program are already getting paid for the support that they're doing for job development.

None of that goes away.

None of that is being replaced with the supplemental payment. This is additive. It is on top of what providers already are...

Let me try that one more time-- what providers are already permitted to bill for.

So... in terms of the supplemental payment, it will be made for... two employment service providers that help place waiver enrollees into a new job.

So, that's the headline.

We can start to share some of the details (as Julie said) if folks have more questions, we might be able to flesh this out a little bit further. But, there are still some decisions that remain to be made.

One of the requirements, however, will be that it must be a job that is in a community integrated environment.

And, it probably goes without saying, but I will say it nonetheless (and we put it in the slide)-- that it has to be at least at the minimum wage.

In addition to those two things, which will remain true, we are also considering whether or not to establish a minimum number of hours per work.

Again, just like I mentioned on adult foster homes, we want to make sure that we're... thinking about a place... appropriate placements into employment... and meaningful jobs.

And so, it may be that it won't be for a job that is scheduled for 1 hour per week. There might be some minimum threshold that has to be... delivered.

It won't be... 30 hours a week. It probably won't be 20. But, maybe it will be something like 8 or 10 hours per week in order for this supplemental payment to be triggered.

Additionally, just like I mentioned with adult foster homes... it won't be payable on day one. It won't be payable the day the participant begins that new job-- because we want to ensure that we're not rushing out, and getting the first job that might present itself to the individual.

We want to make sure that it's a job that really fits the skills, interests, and abilities of the participant.

And, that's going to be measured based upon them being remaining within the job for some period of time.

So, just like I mentioned for AFH's, it won't be on day one. It also won't require 365 days.

Just like with AFH's, we're open to feedback. Should it be 60 days, 90 days, something along those lines?

Again, so that everybody, the individual, the provider, and the division are comfortable that.. yes, this is a good job for this particular participant.

Now, in terms of the supplemental payment, once again, we're talking about \$5,000.

That would be paid to the agency for each successful job placement.

Also, as with AFH's, we are not intending to dictate exactly how these dollars are being used.

But, also with AFH's, the intent is that this is set up as an incentive program for the individuals who are doing the work.

In this case, that's going to be the employment staff.

So, it's not as if the full \$5,000 is meant to be passed through, but it will be the expectation that some portion of that money be used... in order to incentivize the staff people who are producing these successful outcomes.

With that, I'm going to turn it over to Leo. We have one final... supplemental payment (or outcome-based payment) that we're going to talk about, and then we will conclude with some next steps.

Leo: Thank you, Stephen. I appreciate it. Thank you all for the opportunity to kind of share... not only... outline the direction on where the department is going, but also the work we've done so far.

So, let's talk about why we want to talk about workforce... and supporting our direct support professionals.

So, you want to go ahead and take us to the next slide.

You know, like everyone across the country, everyone is struggling to... fill positions. In particular, it's hard in the health and human services industry for us to be able to staff up for our DSPs.

We know in the 2022... in the workforce report that we had a turnover rate of 30... over 30%, and that the vacancies (although at 13.9% for full-time DSPs)... are there.

We know that this is a constantly fluid dynamic moving... in the situation.

On top of that... on top of being able to find people, we've got other challenges, right?

It's relatively a low-paying... wage job (given the demands). We hear I we've heard just in the last week... some of the concerns the DSPs are raising about what's going to happen to SNAP.

So, we know that they're in a very financially precarious situation, and we want to be able to find ways to kind of keep them.

You know, as of yet, there really is no established career ladder or pathway for DSPs... to be able to... show that progression... as you would perhaps working in the food industry, or in working with the hotels.

And, beyond the kinds of things we have them do... the hours and the days are not typical... for what we see in those who are competing for the same workforce for us.

And so, it really presents a challenge and a conundrum for us on... how do we recruit... but also... how do we retain after we've made that investment in that recruitment?

So, this... we take you to the next slide and talk about what it is that the department has done... so far.

So, in looking at this idea of... certification... the department had launched an assessment process to inventory...

DSP training curriculum, credentialing and certification opportunities... across the country-- see who's doing what, where and how. You know... from that assessment... we... it garnered out that... you know, one of the things we want to make sure is that if we're going to put our time and effort into this... then we it has to be in a way that is measurable at the highest level.

Now, it's easy for us when we do training... to just say, "Oh, did you learn new things?" Right?

We need to find a way to say... "Not only did we learn new things, but we actually applied them."

We applied them in the field-- so we could find look for impact.

The National Alliance of Direct Support Professionals (the NADSP)... is really the only certificate that's out there that actually takes it to that highest level of evaluation of application.

Having said that-- it's very difficult and challenging for our folks to be able to... think about their best day to be able to bring it in to document for it.

And so, that stretch, that self-reflection, that ability to look back on their work and critically assess it has been invaluable... for the DSPs to not only find validation in the work that they're doing, but also to see how the application of new knowledge to training has been able to be applied.

The curriculum also includes curated curriculum from multiple entities-- from organizations that have different ways for different learners to be able to understand it.

Some are very video-based, some are text-based.

And so, having to have that differentiation... of ways of being able to... for our folks to be able to learn has been important.

We've also included the ability for service supervisors to participate, and to also achieve certification as a frontline supervisor... to develop their skills in working with DSPs who are supporting our folks in the community.

We kicked off a pilot for the whole project... including access to... curriculum, access to online training... the development and implementation of communities of practice- - where folks can come together, talk story really kind of in... really think about digesting the information.

But, also, what is the application? What does it mean to me? What does it look like on the day-to-day?

With that... has been supplemented incentive payments for the DSPs and employers to participate.

You know, one of the joys we are three quarters in the way in there... into the process. You know, one of the joys has been... our ability to be able to do checkpoints where they are with either formative evaluation-- as well as... looking at focus groups and data.

And, you know, some of the early responses we're getting back have been very... positive, and indicative where we're going. We are starting to see the spur this the seeds.

Some of the comments that we get back is that... folks are better understanding the participants that they serve.

They're seeing increases in communication between DSPs and service supervisors. There's a little... "zip in their duds" for the DSPs-- that they seem to be a little bit motivated and moving on forward.

We've heard back that 100% of them that did respond to our initial surveys that they're getting something out of it-- that they're learning and they're applying.

But, some of our best testimonials have been... is how it's been transformative-- that some of our DSPs have talked about practices that were standard practices within their organization prior to the training and the certification (that were probably not best practice).

Whether it was baby talk, whether it was touching people without their permission or inappropriately-- that since the implementation of the... training and the self-reflection that's generated from the badging... in this continuing education space has stopped those practices, and has actually influenced others who are not participating in the program to likewise... mirror what they're seeing in the field.

So, it's a heavy lift, but it (as I mentioned)... it is transformative and really the best way to kind of reward... and think about the effort to putting this work is... how does it impact ongoing (not one time, not one and done payment)... but how does that impact that career trajectory, right?

And, replicating the value and the investment that we made in our DSPs.

So, I'm excited to turn it over to Stephen to talk about what's going to be happening next.

Stephen: Thank you, Leo. And, it really is hard to encapsulate just how much work Leo and others have done on this initiative over the last several years.

This is something that's been (I think) underway for three or four years now. And, it really is... a very exciting change that we're proposing to make to the overall structure of the waiver program.

I think everything that we're talking about today is very exciting. But, this one certainly has the broadest base, and as Leo said has... the potential to be the most transformative (because we're talking about all services on all islands, right)-- or at least all direct support professional delivered services-- whether that's... PAB, whether that's RESHAB, whether that's ADH and CLS-- that all these services have the ability to benefit from more trained, more confident, better equipped direct support professionals.

So, in terms of how it is we're looking to put our money where our mouths are, the supplemental payments will be made to the service providers based upon the number of DSPs they employ with a level one certification from NADSP.

And, I will try to make that rather lengthy sentence more concrete here in a moment or two.

As with everything... and... I will say this now, and I will say it again in about two more minutes... there are... there remains work to be done in terms of the rules and requirements for each of these supplemental payments.

However, one of the things that will be articulated in some form or fashion will be that... the DSPs have to be engaged in providing direct support, right? That that's what it is we're

looking to incentivize... are the staff on the front lines being better equipped to do their job.

So, there will likely be some expectation around a minimum threshold... or perhaps a proration for folks that don't meet that threshold.

Open to feedback on what that ought to be, but the concept here is that we're looking to make payments for the frontline staff who are responsible for delivering critical supports to people.

So, I said I wanted to make my first sentence a little bit more concrete, and I'm doing that here on the bottom half of the slide.

The supplemental payments themselves to the agency will be \$1,250 per quarter per DSP - which works out to \$5,000 per year. These are meant to be in perpetuity.

I think I heard Leo say it's not a one-and-done sort of thing, right? So, if folks remain on the job... and they maintain whatever needs to be maintained over time for their certification of NADSP, the provider will... continue to be able to bill this every single quarter that that DSP works for them. And, that's meant to... allow for predictability, right? So that you know that these dollars are going to be available to you because (as with the previous two supplemental payments) it is not our current intent to prescribe how the agencies use these dollars. But, it is a very strong expectation... that a bulk of the payments will be used for DSP compensation.

Part of the reason that we didn't want to be overly prescriptive is because different things might have different value to individuals.

Maybe for some DSPs working for an agency, they prefer more paid time off or maybe they... a retreat can be organized, a celebration can be organized for the certified DSPs-- and... a portion of those dollars be used for that purpose. So, at this stage, we're not suggesting that we're going to dictate exactly how the dollars... get used. I will note though that when we were building out this dollar amount itself in our minds, we were thinking 80% of this would be for compensation (primarily on the wage side)-- whether that's being bonused out or an increase to their... base wage (with the remaining 25% being used... to cover the agency's payroll expenses, payroll taxes... as well as administrative functions).

Not being written in stone, but we're going to document that that was how this was delivered.

And, it will be the expectation that most of those dollars be used to support... (again) the folks who are doing the hard work. That is the direct support professionals.

So, I think I have a couple of more slides to talk about next steps.

The first thing that I want to observe is that Mary mentioned at the top of the call that we're talking about a reauthorization of what we call "the Waiver". But, it's the system of supports for people with intellectual and developmental disabilities in Hawaii.

That's the entire program, right? Everything that goes through DDD... or Medicaid funded Home and Community Based Services is covered by the Waiver.

But, in this presentation, we have focused only on the supplemental payments.

And, the reason for that is because the division otherwise intends to operate the program as it exists today.

I can tell you that I've been consulting to DDD for better than a decade now... and so this is my third waiver renewal cycle with the division (2016, 2021, and now 2026).

And if you look at the waiver today compared to the waiver in 2015, it is a dramatic difference in terms of... the definitions of services, in terms of how people's needs are assessed, in terms of how providers are reimbursed.

And, that's really a testament to the work of Mary and her team over the past decade to really... evolve the waiver to a significant degree.

At this stage, we feel like we're in a place where we're really considering how can we enhance that foundation that has been built over the past decade.

So, although this is an overall re-authorization, there aren't changes being proposed to things like eligibility, how individual needs are being assessed, what are the services that are available through the waiver, how providers are being reimbursed.

And, I know we have a question to that... that we'll come back to here in a moment.

And really, what we're talking about changing are making some enhancements really to start driving... some system goals that I think are shared between the division... and individuals who receive services and providers.

That's making more choices available on the neighbor islands.

That's embracing the employment first... parameters that... DDD has adopted.

That is improving the career ladder, improving the compensation, improving ultimately the quality of services through this direct support professional incentive program (or supplemental payment program).

So, in terms of the next steps, the overall waiver has to be submitted to the Centers for Medicare and Medicaid Services.

That is (to put it politely) a process both to... push that over the finish line, and then to engage with the federal government as they review it.

Because, not a lot of dramatic changes are being proposed, we hope that that will be a quicker process than it has been in previous years.

But, as Mary said, the waiver has to be reauthorized by July 1 of 2026.

So, that's where we're at now. We're accepting public comments on the overall waiver.

What we're presenting to you this... morning is the changes that are being made in terms of these supplemental programs.

But you're welcome to comment on the waiver... the program in its entirety.

If I can go back just a moment, I wasn't quite finished with that slide.

The next effort (outside of the waiver) is really the contract (you can think of it) between the federal government and the state.

Most of the heavy lifting actually gets done below that contract and that's through policies and procedures or the... waiver standards manual.

So, that's what we're currently turning our attention to.

And, I provided a number of examples of the sorts of things that we're talking about throughout my remarks.

What are the minimum requirements in order to qualify for a supplemental payment?

I've been trying to take a look at the chat and Q&A as we've been going along and you're asking many of the questions that we're asking ourselves.

What about a home that used to be certified but isn't certified anymore?

We have thoughts about that.

But, those are the sorts of things... that we need to make sure that we're documenting-- because obviously we're attaching dollars to that, and it's important that everyone understand the rules, and that the state be accountable for the use of these dollars.

Additionally, in terms of... in addition, (I should say)... to developing the standards, we need to think about how this will be operationalized.

It's going to look a little bit different than the existing services (for obvious reasons), right?

We're not paying on a fee-for-service basis. We're now paying for the definition of some specific outcomes.

So, how are we going to ask providers to report to us that they are qualified now for a supplemental payment?

How will the division validate that yes, in fact, they do meet the criteria?

And then, how is the payment itself going to be issued?

Some of these are going to be more straightforward than others. There are some complications (as you might imagine) with changing some of these reimbursement models that we're still working through.

So, with the overall waiver amendment being... set to... (or re-authorization... I should say) being set to... take effect on July 1, it's our goal... for those supplemental payments also to be effective July 1st, 2026.

Work to be done in terms of doing the policies and procedures, but that is certainly our goal and our expectation that these... new (and I think really exciting... supplemental payments or outcome based payments) will be effective here next summer.

With that, I think Stacy, we're going to open it up to feedback and questions and comments. And, I will note that there have been quite a few in the chat and Q&A functions.

Stacy: Yes, there have been several questions. We really appreciate everybody taking the time to share questions.

What I think I'll do is... I'm going to do my... best.

We'll go back up to the top... for questions that were asked early on. And then, we'll make our way back to current uh questions.

That way if you have any questions that you're thinking about... based on what you heard and... now that Stephen is done... wrapping up... with our presentations... you can go ahead and... keep asking your questions, and we'll get to them as... we move down the line.

Okay. So, the first question that I saw... takes us back... to... Mary where she introduced... the first... few slides.

She talked about... the new waiver services... and beginning... July 2026.

The question... that is asked is: "What about the rate increases? I thought... those were slated to begin on January 2026?"

Who'd like to answer that question?

Mary: So, I'll answer and then... Stephen will supplement...

Stacy: OK

Mary: with anything that I miss. Those rate increases are... different than the waiver renewal.

They are tied to the waiver amendment that has been submitted, and is currently going under review by CMS. We... in the last legislative session... we were funded for the state share of those... rate increases, and they were supported... by the legislature to start in January of 2026.

What we're going through now is the (again)... the CMS review process.

They have... we're at the point in the negotiation with CMS where they have... done a... set of questions with us.

We are responding to those questions.

They're actually due next Wednesday --so we're responding to them in writing.

And... we're hopeful that they will approve that waiver amendment that is tied... to the current waiver application (and not the new one). Stephen, anything to add to that?

Stephen: I'll just provide a one sentence summary-- that pending federal approval, the rate increases should take effect January 1st.

Mary: So... I know that Michael Marsh asked that question.

And, I know that... many of the... provider agency executive directors are very interested in the answer to that question.

I'm sorry if it's been confusing, but it's... it is tied to the current waiver and not the waiver application.

Michael, does that answer your question?

Stephen: Looks like we got an affirmative, Mary.

Mary: Ok... good! [Laughing]

Stacy: Okay, there's a one question about our adult foster homes.

So, maybe this is... either for Tracy, or Tracy and Stephen.

What if a home was previously certified, ended their certification, and then became re-certified at a later date?

Would they be eligible for an incentive payment?

Stephen: I can start and Tracy can add. The short answer is "yes".

The more lengthy answer... we can't provide at this point. There will be some sort of... requirement that they not have been certified for a period of time. So, it can't be that they were certified on June 28th, lost their... dropped their certification and got re-certified July 1st.

So, there will have to be a period where they're not certified, but it won't be in perpetuity. It's not that... if you were ever certified, you're not eligible for this payment.

But, as with a lot of things, the... specific time frames around that are something that are still being discussed.

Mary: Yeah. I would just add that the purpose of this supplemental payment is to increase our capacity.

Stacy: Okay. I don't see any other questions for... related to... foster homes.

So, I'm going to move down to questions related to... employment.

Julie answered a couple of those questions in the... Q&A.

But, for everyone... just in case... they're not...tracking those answers or... we have some folks... joining us (I believe by... phone),

I'm going to go ahead and read the question that was submitted.

And, I'm going to read the response. And, if there's any additional... responses from the panelists... feel free to... jump in after I'm... done reading the responses.

Okay, the question... that was submitted... here it is.

Is there an opportunity for a supplemental payment for service providers who help participants start their own business or non-profits?

This, of course, can be a very complicated topic. But, for example, if a person is able to make... and report... amount of... report... times amount of income, is it considered a self-employed job?

The response that Julie shared... was that DD... has discussed self-employment when it comes to... competitive integrated... employment, job placement, supplemental payments.

At this time... we are seeking to keep things simple... to launch this initiative, and we will be looking at placements with employers in the general workforce. Self-employment will be considered in the future.

Okay, any other comments on that question?

Okay, another question... that was... related to employment... this is... regarding a specific... waiver provider.

So, many of our participants at Easter Seals... they're members of the Kauai Self-Advocacy Advisory Council (or SAAC) and the Kauai DD Council chapter.

One of the barriers to employment on Kauai is the fact that the Kauai bus is still working towards resuming para-transit service on Sundays.

Kauai bus is actively working on this, and is also a prominent member of the Kauai DD council chapter.

The question is what efforts can be done or are being done to assist with transportation issues for neighbor islands (as a critical piece for employment)?

Alright. And, Julie shared her answer. She just... wanted to have... more discussion about this. So, she provided... her contact information... both her phone number and her... email... and she can reach out... to... Ann (who submitted that that question). But, thank you Ann!

Okay. Julie did you have something else too? You're good?

Okay

Julie: No, thank you. And, I appreciate the question, and I'd love to talk more about that in detail. This is the first time I'm hearing that. So please, definitely reach out. I'd love to hear more.

Stacy: Great. Okay. And then, another question about supplemental payments for employment... provided when a DDD participant is employed... through the Department of Human Services... Division of Vocational Rehab funded services.

So, Julie's response was that... Developmental Disabilities Division and... the Division of Vocational Rehab (DVR)... they entered into a competitive integrative employment memorandum of understanding.

And, there's a workflow... that's being followed. The division recognizes the efforts of shared partners... providers... be between DDD and DVR.

DD believes... shared partner providers should be eligible for the supplemental payment... if a waiver participant is placed in a competitive integrated employment uh via... DVR's supported employment services.

Okay, that's great!

Alright. I think there's one or two more. How do we address our desire for employment... and ambition to advance in a career, when we feel threatened by the loss of eligibility when our income increases?

I've been working at a school the last few years... and kept getting termination of eligibility notices from... Department of Human Services (MedQuest).

Okay. So, Julie's response was "We'd recommend consulting with a benefits counselor.

This service is available through the Hawaii WIPA-- which is a partnership with the University of Hawaii... [Centers on Disability Studies].

It's a free statewide service. Participants... and their caregivers or families and guardians can contact... this... agency directly to request assistance.

And, she provided their contact information. The phone number for the... Work... Incentives Planning.

Their phone number is 808-956-9800, or you can call toll-free... at 844-499-3594... or email them at wipa@hawaii.edu.

Alright. Thank you, Julie.

Okay. And, I think the next questions are for... Okay. And then... now, I'm going to move over to the chat. There were some questions in there... regarding employment.

So, a question about supplemental payments for employment... being unrestricted.

Will subsidizing the pay of the participant be... being employed be allowed as an incentive to the employer?

Stephen: Probably not... is the short answer. That... that's generally speaking prohibited by Medicaid rules.

Julie: Correct.

Stacy: Got it. Thank you, Stephen.

Ok, and I don't see any previous questions.... or... any additional questions for Julie. So, that was very good for employment.

So, we're going to move down to questions related to direct service professionals (or DSPs).

Okay. So, since I'm here in the chat and I have that up... Leia is asking: "How will you be addressing the fact that many of us share DSPs or direct service professionals? So, if one person... works for two organizations, will each of us receive the \$1,250 per quarter?"

Stephen: That's a really good question, and it is one of the things that we have... begun discussing, but haven't reached a specific conclusion on.

I think it's partly going to be addressed by the one point I did make on that slide where we're talking about a minimum threshold.

So... if folks are working part-time, that amount might be pro-rated-- which means if they're working for (again, it may not work out exactly this way), but let's say that it's just a strict proration based upon 40 hours.

And so... if they're working 20 hours for one agency and 20 hours for another, that would be... \$725, I forgot what the supplemental payment is... off top of my head now. \$625 each.

It may (of course) be more complicated-- because not everyone's going to have... kind of an even work distribution like that.

So, we will leave it with that. It's likely that there'll be some incentive available to both providers, but exactly how that gets determined... we're still determining the details.

Stacy: Got it. Okay. Thank you, Stephen. Okay. Next question about DSPs: "If you don't prescribe how the agencies use the supplemental payments for DSPs... I'm skeptical that the agency will always be motivated to pass along... the monies to the DSPs. There needs to be some requirements to share... not just expectation that they will do what is right... for the DSPs."

Stephen: I'll say something, and then Leo or Mary might want to weigh in as well.

It's not that we're not concerned about that-- because I think that we are.

The one thing that I'll note though is that the certification is portable, right? It... once that you get that NADSP certification, it follows you when you if you were to move to another agency.

So, one of the... elements of the conversation we've had on this topic is... if your current provider isn't... treating you fairly (to use the term that was in the... or "to do the right thing" was the term that was in the comments), then... there (hopefully) will be an opportunity to go to somebody who will (because you'll have that certification already with you).

And, your new employer will be drawing down the dollars.

So, I think that's something that we're open to feedback on. Overall... (as I said), everything is kind of on the table (in terms of the requirements). So, folks have... similar opinions that was just shared. That is something that we will continue to consider.

It's something that we have talked about, but we're hopeful that the portability of the certification, and the transparency of... how much the agencies are actually receiving will go a long ways towards resolving that that potential... problem.

But, Leo or Mary, anything that you'd want to add to?

Leo: I will comment in a slightly... different lens, and highly encourage... the 10% of the folks who are on the call today (who are part of the project) to weigh in [with] comments and the email with the feedback.

But, folks may not have a choice-- because in rural communities there may not be as many providers to be able to make that jump.

So, I think one of the (you know) hallmarks of... the project has been some of the equity... that this is the equalizer that we're being able to provide the training and support to folks... in the most [remote] parts of the island.

And, we want to make sure that they're supported also in their... pathway for employment.

So... definitely we want the feedback on that structure... without being (you know) that temperature of being heavy-handed. And, you know some of the agencies may come back and say "We want you to be heavy-handed, because it's hard for us to wrap our head around this thing too."

Mary: I think... I'll just add to that. I think that... that's a really good point. And... the more that we add transparency to... our projects and... provide (you know) dashboards and data about... "where is this money going" is it... because people are going to be wondering, right?

And, we'll hear very quickly whether it's going to the direct support professionals or not.

So... that feedback... prompts me to think about ways to... make it a transparent system.

Stacy: Great. Thank you for explaining. Thank you for the additional comments.

I'm going to move us back into the question and answer... forum here where we have... several questions about... direct support professionals.

So, the first question I see here is asking: "When will the next direct support professional workforce course be offered?"

Will it also be eventually offered to community... or consumer direct... direct support... professionals or will it be limited to the agencies only?"

Leo: Alright. So, we're looking to... start begin recruiting... for the next cohort at the top of the year... to start moving and getting things going.

At this point, the program is designed to support the agencies within the direct... that are providing direct support services.

Stacy: Got it!

Stephen: If I can just add quickly to that... it's similar to the point that Julie responded with in terms of self-employment.

We're really trying to take a walk before we run to sort of approach to this.

So, we're also keenly interested in what we can do for consumer-directed staff.

But, that (as folks might imagine) is quite a bit more complicated than having the agency... available for payments to be made to... in a more direct fashion. So... we want to get this off the ground under this new structure (just like we want to get the employment incentive off the ground).

And, being able to rely upon something that's more easily tracked (community-based employment).

But, I think both of those things that are... issues that we can reconsider in the future once we've... learned some lessons and made any sorts of adjustments that are necessary.

Leo: Yeah, Stephen, I... and I like... (you know) that... how you're describing that we need more lessons learned. We need more data, right? And, we need more experience.

So, one of the things that we do realize that there is a heavy... dependence upon service supervisors...in addition to the support team that's being provided to implement the training... to help the learners get through the badges... and the encouragement. And

so, what happens when you don't have that community around you? And so... and that support. So (you know) we would need to build infrastructure to look like for that, but we need to understand... (you know) what the issues are further to be able to design that. So, I think that's the... (you know) we... we've talked with some of the service supervisors about in focus group about (you know) do we... have a track for folks who are just on their own doing their own thing? And, you know, the comments came back kind of weighing against it because of the ability to create community amongst them. So, we've got to... I think figure out the community aspect for direct support professionals, and then move into how we can transition.

Mary: At the same time, it's... something that's at the forefront of our thinking-- because... we think it'd be a great strategy for consumer-directed... direct support professionals.

We need to lay out the mechanics. We probably would need to do a pilot-- because the community of practice... and supervision aspects have been so... such... remarkable... "AHAs" for us in terms of the support for... this work to happen.

We need to think through all that, and would welcome... the community in helping us design this.

Yeah. And, my last... comment is: Do know that every time the big team gets together on a regular basis, it's on the table. So, it's not like... it's not being thought of. It's on the table.

And, you know, we're just keep trying to figure out the framework.

Stacy: Very thoughtful responses. A lot to consider... for direct support professionals... training and certification.

So, thank you very much for all of the internal discussions, and the time to think about (you know) what... the options are.

Okay, so back to questions. Another question for direct support professionals: "Is there a limit to how many DSPs you have... go through the program?"

Advertising for this opportunity was very limited when it was initially started.

We essentially only got one email about it.

And, even I personally didn't understand what this training was... and actually thought it was specifically for DSPs who work with employment participants.

Leo: You know, I really appreciate the feedback on our messaging. You know, we've been... head in the ground working on this... so... and not knowing about paying

attention to what's happening in... participant employment (and self... you know, in in that arena right).

So, the fact that our messaging could be confused... I'll take it 100% and own it.

So, that's really good information for us... to be really clear that we're talking about a professional development activity... specifically for direct support professionals (akin to a continuing ed program).

Having said that, at this point in time, we're limiting the cohorts to about a 100 learners... (combination of service supervisors and.. DSPs).

The anticipated time frame that we're looking at, you know, it's... it's a six months (you know), trying to pace out... the modules as well as the activity related to the certification... to give folks time. And, but not too long out that they lose momentum.

Stacy: Got it!

Okay. Also related... to supplemental payments...they're based on how many hours... DSPs work? That's a question mark.

For example, can a part-time DSP go through the program, and still receive the same supplemental payment?

Stephen: I think we've addressed that earlier. The answer is... to an extent to be determined.

There will almost certainly be some sort of threshold (in terms of a minimum hours of supports provided).

Whether or not there will further be a proration for folks that are working less than full-time, we've... yet to fully land on yet.

Stacy: OK

Okay. And, I'm going to scroll back. There were just a couple questions that did receive... answers. So, I'm going to read the question and... the... answer that was... shared.

Will there be changes to the amount of time a participant can be a DSP?

So, Julie responded to that question saying: "DDD is considering a proposed change to... the discovery and career planning service... from the current 24-month time frame to a 12-month... time frame... to create a more rapid engagement approach, and to align with national best practices.

Alright, another question: "What certifications will be required for DSP employment staff, and how long will vendors have to complete these certifications?"

Alright... and Julie's response was... that "DDD is considering a proposed change to the current two-year time frame.... to one year... to complete specialized employment training (for example... the ACRE or Acre Training Domains)."

Okay. DVR... the Division of Vocational Rehabilitation considers 90 days a successful job placement.

Perhaps consider... using the same time period for the competitive integrated employment supplemental placement... for consistency.

And, Julie's... response was that "DDD is considering... using 90 days as a time frame to allow enough time for the participant... to get settled in their job, and for necessary accommodations to be implemented. So, it looks like we're on the same page.

Okay, now let me just scroll a little bit.

I think we have... I think we're caught up. We just have the questions that came in a little bit later.

Okay. So, a question about... funding: "What happens to funds allocated or budgeted... for waiver services that are not used... because... there are no providers available?"

Mary: I'll start... on our response and then people can weigh in.

We do do individualized supports budget but we do also... spread our budget out over... the entire population.

So... at any point in time there could be a... individual supports budget that people are using... in part or in whole, and it's... that money doesn't get held in one account.

So, the money would get used for other people, or for other services. So, an individual could have... like (for example) be waiting for a... CLSI worker and is now attending... a CLSG program.

But, we don't... hold that money in... advance for waiting for that person to... get their individual support... their CLSI worker. So, if we have budget left at the end of the year, the state requires us to return funds to the... general fund.

I know that was a little bit of a confusing... answer, but the individual supports budgets don't get... held for the person.

They get used for... where the needs are.

Stephen: Might I add to that, Mary?

Mary: Yes... please.

Just from the financial perspective... So, there are very, very, very few individuals who use 100% of their authorized services— because people get sick. They don't feel like going to a program on a specific day.

They go on vacation. And so, there's very few people who use 100% of the dollars that are authorized as part of their service plan.

The reason I wanted to interject is because that's already built in to the division's overall budget.

It's expected that less than 100% of authorized services are going to be used.

I don't have that percentage in front of me, but it's probably somewhere in like the low 80 percentage-- because (on average) 80% of what gets authorized gets delivered.

And, that's what the budget's predicated upon.

The waiver budget is not based upon the number of dollars that get authorized. It's based upon what... is expected to be used. So, if in some world (and this doesn't happen in any state or any year, it's never happened... it never will happen)... but if everybody use 100% of their authorized budgets, the state wouldn't have the resources to pay that.

The fact that there will be underutilization in Hawaii and in every other state is just the way that states budget these programs.

Mary: We do... acknowledge that... there is a shortage of workers especially in certain... geographical areas and... the... initiatives that we put forward... in part today for supplemental payments for workforce development... for the efforts that we put into the legislature to... increase the... the rates are all targeted at attracting and making more... a more robust and stable workforce— something that we're always... paying attention to— because we have to have a viable provider network.

As many of you know... workforce is... at a shortage in many, many industries. And, so it makes us... (you know) it heightens our... concerns and efforts to... make sure there's a stable workforce for our population.

Stacy: Alright. Any other... comments about what Mary just said? There is a question in

You know... if there's any... plans... that the division has about adding more service providers— so that there is a wider pool of providers available.

Mary: I think... I just answered that question.

Julie: Thank you.

Stacy: Okay. A question... just to clarify... regarding supplemental payments for the certified adult foster homes. The supplemental payment-- this is for neighbor island... caregivers only, correct?

Mary: Yes!

Stephen: That's correct! And, I regret that I was not more thorough in that slide. But yes, neighbor islands only.

Stacy: Okay.

Alright. A question about... proposed supplemental payment amounts: "How did... we come up with the proposed supplemental payment amounts for the different... situations and services?"

Stephen: I would say it was a combination of factors... because it's supplemental.

As I mentioned at the top of my remarks, additive to what's already been paid. It's not tied back to... a specific set of assumptions (like the rate models are).

Instead, what we were trying to balance was making the incentives meaningful.

If we proposed all these things at \$500, our concern is that that would not move the needle. That it wouldn't provide an inducement to... really redouble efforts on recruitment of AFHs or push employment first types of principles.

So, the making it meaningful with continuing to be accountable... because the division had to request additional funding from the legislature for these initiatives.

So, on the other hand, it would not really be accountable if we were saying that these incentives are going to be paid at \$50,000 either.

So, it's not as scientific as the rate models are... where we're making assumptions about hours and wages and benefits and overhead.

But, we wanted to make sure that it's... something that is both meaningful to encourage the sorts of... participation in the programs that we're looking for... with still being good stewards of these dollars.

Recognizing that these are all payments on top of... rather substantial investments that have been made over the years in the underlying provider payment rates.

Stacy: Thank you, Stephen.

Alright. Back to competitive integrated employment. Regarding supplemental payments, a lower number of hours required to be worked per week would be preferable— given that many of our participants rely on their own waiver services and might be limited in the number of hours they can work without losing these essential services.

So, the comment is... "I'm glad to hear that the requirement... will not be 20 hours."

OK... how will the... division be addressing the fact that many of us share... (I think we went over this)... how many of us share direct service... support... professionals? Will each of us receive supplemental payment? I think we went over that.

[Inaudible]

Okay. A HUD question. Okay.

Does participation in a HUD or... impact the... adult foster home supplemental payments... or can an organization apply for both... for the benefit and sustainability of monthly support?

Mary: This is something that we can take back and... look into rather than coming out with just an answer about it.

My first impression is... it shouldn't affect... HUD's supplemental... kind of... funding for... agencies. But, I think that we need to research that a little bit.

Stephen, do you have any thoughts about that?

Stephen: I concur with you entirely. I don't have enough familiarity to provide a better answer.

Stacy: Okay, we'll follow up on that offline.

For the direct service professional certification program, will the program continue in cohorts or can it be self-directed?

Additionally, will there be a minimum amount of time the DSPs... have... been working before they attend the certification course?

In other words, can a newly hired DSP begin the certification course upon hire?

Leo: Okay, if you'd asked me this question a year and a half ago, I would given you a very different answer... on where the DSPs need to be... in order to apply.

So, let me ask the first one. So, in the design for the next cohort, we're looking for actually maybe two pathways.

We're... we need to solve the community piece around the self-directed. We may limit the number of folks are doing that, but they will be... even if they are self-directed, they're going to be in a cohort.

So, there's a (you know)... there's a start date and an end date, and (you know)... the how part... we're still kind of... still working on, but they will be part of that... unit of time.

So, NADSP requires six months of employment before they can begin... certification.

Now, you know, there's a school of thought that... is there an opportunity to kind of... start the training (do the certification). I'm going to tell you that what we've experienced with the certification process... is that... you've got to have that lived experience.

You gotta to have... because it's competency based, right? So, if you've not had that chance to apply first aid... if you've not had that chance to take someone out into the community (to be able to compare and contrast... individualized activities working on the community), you're not going to be able to answer the questions and the badges.

We don't want to put people in a situation where... when they're asked to attest to their best work that they've... one not had that experience yet, two the experience they're not comfortable in articulating experience and three may not have had a chance to have the "aha" moment in that experience.

So, you know, so at a minimum it's going to be a six-month requirement.

But, even with some of the folks who are in the cohort who've been working for a shorter period of time... slightly challenged on how to be able to... respond to the... respond to the questions.

We want to set them up for success. You know, we've had folks feeling very not comfortable with it.

And it's... just impacted their motivation, how they felt about [themselves]... has brought shame. And, that's not what this is about. This is supposed to be uplifting.

Stacy: Understood. A question also about... the cohorts: "Will there be enough cohorts before July 2026... so that all staff at an agency have the opportunity to have the training?"

Leo: Alright. So, the answer is going to be "no"... because if we talk about all staff, we're probably talking about a few thousand potential DSPs.

So, you know, we have a schedule. What would we be rewarded? We'll be rolling out cohorts... every couple of months to start a new group.

I think was another question that was in the chat earlier... about (you know) we've got about 200 active people... in... across two cohorts right now from the project that we are in. So, we are capping the cohorts at about a hundred.

And, part of it is just learning, tracking, and being able to help support the agencies—enable for them to be able to manage their learners, and their learner progress.

Stacy: Okay, thanks Leo. Okay, I skipped a couple. I'm just going to go right back up.

Okay... this is a follow-up to Stephen's response... to a question regarding direct support professionals working with two agencies.

So, the question is: "Can it be that the DSP needs to work a minimum amount of hours... (20 or 30 a week between both agencies)... and that supplemental payment is split based on those hours. So, if... X works at Y for 20 hours... and Z for 20 hours, each agency would get 50% of the supplemental payment. Any comments on that?

Stephen: Appreciate the suggestion. And, it'll be one of those options on the table. We don't want to make this overly complicated.

But, we also need to... (again) kind of balance the responsibility of... making this a cost-effective program.

So... and your suggestion would do that. So, I do appreciate it.

It's just something that we're not there yet to make a decision on.

Leo: Stephen, I'm thinking... I'm wondering if (you know)... since this is opportunity for folks to provide feedback (you know) post session, would it be nice to be able to ask folks to tell us, give us estimates of percentages of how many people we talking about that are shared?

You know, are we talking about 500 DSPs that are shared statewide, or are we talking about 50?

I think the scale would be helpful.

Stephen: Certainly, as part of comments, I agree. Anything that folks can provide that is quantifiable is always helpful to us.

I would expect that people are just going to have insight (obviously) to their organization. So, the percentage of your given work, you know, the agency's given workforce would be would be certainly worthwhile to have.

Stacy: Okay. A similar... scenario but just from a different... lens. So, instead of the DSP... having... to work two different... providers... prorating payments for... DSPs might also apply if a company operates with separate business entities... (whose workers may be assigned to work in more than one of those areas).

So, that was just a insight that was... shared in the Q&A (not a question just a comment).

Okay. And then, let me get to Crystal's question. Hang on...

Okay. RBT. So... would...I think it's a Registered Behavioral Technicians (RBTs) be eligible for the DSP certification?

Leo: Okay. So, I... that's one question, but I have like six answers.

One is... if the RBT is serving as a DSP providing services in either (you know) CLS, PAB... (you know those predefined services)... because again we're saying most of your role has to be in a DSP role... they'll be eligible for certification.

Having said that... in order to be certified you need to use hours of training... that have been certified by NADSP. Training modules, or only the approved training modules, count towards the training training.

We would have to crosswalk the RBT training that was administered...under the RBT... certification to see if any of those modules had been certified.

There is a small overlap in some of... that we've seen, but not much.

Stacy: Okay. Thank you, Leo. I'm keeping track of the time. So, we have just a few more minutes... before we want to wrap up at 10:30.

So, we can probably do another a couple questions and we'll just um have some closing comments.

So, someone... is asking about... a report... about underutilization. Is that included in a report somewhere?

Mary: I'll have to look at our... recently we... asked the University of Hawaii... to do a factbook for us.

And, I'm not sure if we included... service utilization as one of those... displays in there.

Under-utilization is a broad question. So, we'd have to focus on that.

But., we can have a discussion about... how to... share information about under-utilization...

Stacy: Great!

Mary: ...and what services it applies to.

Stacy: Great. Excellent. Okay. And then, will there continue to be a service supervisor to DSP ratio for the certification program?

And if so... we will eventually run out of service supervisors.

Leo: I love this question. So, in our design, we're looking at that... particular concern... about elevating the service supervisors who have gone through to be mentor service supervisors for the agency.

And so...so for that point where you tap out... then what we're looking for the structure is a... more of a... dotted line requirement of the mentor service supervisors that have gone through the program who have been certified that will be supported... have a role to support the DSPs who are coming in. So... it's not Amway.

But, it really is... really just kind of looking at capacity and infrastructure building within,

And then, you know, being able to kind of then switch to (you know, as new folks come in), getting them... in... certification for their service supervision. So... yeah, we're paying attention to... the ratio.

But, the need for... agency champion and point of contact is critical to the success of this.

And, I want to thank all the service [supervisors] who are on the call today who... are moving their people through certification.

I... I'm going to say in the last 24 hours...

I think we might have hit our first... certified service supervisor, and our first certified DSP.

So, yay!

Stacy: Oh, excellent! That's excellent to hear.

Okay, so we're wanting to just wrap up. We just have a minute or so left of today's webinar. Again, I want to thank all... of you for joining us... for this 90-minute presentation. It was a lot of information that we covered.

Again, we are recording... this webinar. We will work... to get it... captioned and posted... along with the handouts to our... DDD website.

So, give us some time to work on that. While you're waiting, if you have any questions or additional... feedback that you would like to share... please do so. You can email... us at doh.dddcrb@doh.hawaii.gov.

We'd appreciate receiving your comments and feedback by... December 1st. So, thank you so much for that.

Any... presenters have any final comments... before we end?

Mary: I'd just really like to thank everybody for your participation today.

We are thrilled that there's so many questions on... these areas and... we think that it's a... something that we're tiptoeing into.

But, we're glad to see there's so much support and it... really... hearkens the fact that maybe we can expand in these areas in the future.

So, thank you so much for your participation. Much appreciated!

Stacy: Julie, you have your hand up.

Julie: Thank you, Stacy. I just saw a comment at the bottom or a question and I just wanted to get back to Patrick.

So, the question was, will support on the job for a participant end after 90 days?

And no, that's not the case. I just wanted to clarify.

What it means is that we're looking at 90 days for... 90 days out from the time the participant is placed in the job (in a competitive integrated job).

So, that support on the job is very individualized, and that would be a discussion with a DDD participant and the case manager and the circle of support (along with the provider and employer).

So, it is customized. So, no... I just wanted to make sure everyone understood that it's not that support would end after 90 days.

Presenters: Thank you!

Mary: Thank you.

Stacy: Okay. Thanks again everybody for joining us. Have a great.. rest of your day, and take care. Mahalo!