

Workforce Development Training Incentive Program Informational Webinar

Welcome everybody. Thanks for joining us today. I'm Marlene Murray, the project coordinator for the Workforce Development Training Incentive Program.

And, today we're going to be talking about Cohort 3.

Before we get started, please keep yourselves muted.

If you have questions (and I know you will have questions), please put it in the chat and we will get to all of your questions.

Let's see...

I think that's it. I think we can get started. I'm going to now introduce you to our presenter which... I'm sure most of you already know her, but she is the president and CEO of Hilopa'a Family to Family. And, she is also the project lead.

Leolinda: Hi everybody. Nice to see you all. Happy Wednesday. Thank you for joining us... and making time out of your schedule.

So, what we're going to cover today is we're going to give you a vision of what the program looks like, and the path that we want to accomplish the vision.

For many of you, this is [a] long time coming.

I think some of the things we've been talking about have been for almost decades. So, it's great to be at this point... where we're implementing.

We'll talk about the eligibility, what's the right criteria for folks to participate ... as well as the requirements that we're placing upon... the participants in the agencies.

We'll also talk about the incentive funds that are available... for Cohort 3.

And then, we'll walk you through the application, and we'll go over the... submission schedule and then hold all the Q&A to the end.

I will say that we have received a number of applications already. So... yay you guys who spent the weekend taking a look at it.

Alright. So having said that, after today's presentation...

if you are now interpreting things differently than you did when you submitted the application (hint hint), you might not have done it correctly.

You still have until the deadline to get a corrected application into us... with the information we need.

We're going to talk about a little bit later, but there's not going to be an opportunity (as we may have done in the past) to get people to clarify and fix things.

So, know that whatever comes in by 4:00 on the 29th is going to be what gets adjudicated.

So, we'll walk you through, and we'll be able to answer your questions.

Alright, let's get this party started. Alright, the vision.

You know... when we think about the vision... when we (you know)... when we talk about (you know) what's a... what's a good life, right (the vision for the good life of our participants)?

But, what's a good life for our system?

And, when we talk about this (and again, we've been talking about this for a long time), we want to have a large vibrant workforce— where people can have choice in selecting who their professionals are going to be.

Because, we want them to be able to match... the DSP with the best attributes (and that fit with the participants)... so they can support them in living their best lives. Right?

We want this to be... we want a career pathway to exist for DSPs (you know) to... feel good about what they're doing... and to stay with it. We want to find more opportunities for increased pay... and also have consistent level of skill across the workforce.

So, whether in we're in Ka'u or we're in Kaunakakai... that we able to have the same expectations of what is being provided.

What we don't want is a decreasing workforce— which is happening across the country.

We don't want our participants languishing— because the DSP they may have just isn't the best fit.

We don't want people to feel like they're in a dead-end job... or it's unpredictable, and we're providing anxiety.

We want to be able to make things happen. With that vision, has come where we're at today.

So, if we talk about for the DSPs, what we want to see is what... what's going to happen beyond Cohort 3?

We want to move away from a one-time certification that pays... learners... to get certified.

We want to move it to quarterly supplemental payments for DSPs. And, this is going to be through the I/DD waiver.

We're pending CMS approval, but we're looking to see this year... that on a quarterly basis, there's going to be extra dollars provided (outside of the claim system) specifically designed to support the retention of our workforce.

That's our vision. And so, it's really nice to see that we're in this transition space to be able to get there.

So, Cohort 3 is in a very interesting... a group and time to participate with us.

So, what's the path? How do we get there? Well, you know, if you're a big TV person (like we are in our house) it's kind of like a little bit like Netflix...

Netflix or Amazon screening— that instead of going in and watching a movie, our learners can actually go into the system... our providers (maybe our supervisors, our families)... and learn more about the content area to build knowledge and skills around I/DD.

Same idea, we're putting that into our training. So, we use the learning management system with Relias.

That is an online portal for people to participate in the program (one of them). Our curriculum... we've curated...

We have to use certified accredited curriculum.

And, we have chosen to use modules from both Relias and Open Future

Learning— because all that becomes foundational for achieving the certification through the National Alliance of Direct Support Professionals in their achievement of... that they have set up (that we are following).

Now, Cohort 3 is an interesting group of folks, right? So, they are... our third set of learners through this process.

And, they find themselves in a very interesting situation.

The funds that we have to pay for the incentives... are... have restricted use. Okay.

So, what that means is... we can only use this for first-time learners in a particular pathway (right?)— either DSP or SSP (so service supervisor).

So... they can only get paid once. So, this is their first time as a service supervisor candidate, or a DSP candidate. They can hop in into the program there.

Some of our funds are expiring on June 30.

So, that has forced us... to really think about what we're doing.

We also have with us the plan that the... (and we're crossing our fingers) that the supplemental payment system will be in effect... (you know) with the state calendar year.

So, we want to get as many people certified, and ready... to receive the supplemental payment period.

So, we have compressed the schedule. We've compressed the amount of time people have to actually get certified... and complete all their activities, and get certified.

So, that is going to be a little bit trickier. Because of this compression, we increased the funds... (in the amount of monies that are available) to get there.

Now, we have some new required activities for this particular cohort— out of the lessons learned, and the program evaluation that we've done with cohorts one and two.

Learners will have to sign a compact... that they're going to have [to] agree to certain things like... I'm not going to be driving a car when I'm on a COP, or where I'm doing my training online.

Okay. So, we got to get down to that level of detail. We got to get down to that level of detail.

The mentorship aspect of what we're bringing in is important... because we realized that... without having agency mentorship that was identifiable and accessible... that those learners struggled getting through their certificate program. And, that's not what we want. We want this to be a positive win-win.

It is a lot of work, but it can also be transformative.

And, we really want the agencies involved in that transformation... alongside with them.

There will be learning plans that they'll have to adhere to... as far as pre-identifying... their courses that they will be taking (and when)— so we don't get folks drifting... away from the core of what we're trying to do.

The Community of Practice participation will also be a requirement, and we'll talk about (in a little bit) what that looks like.

The COP are online learning communities that meet regularly.

Agencies and participants who (I mean learners who were involved in the COP) had a much easier time, and had a more successful through rate (completion rate) than those that were disengaged.

And then, the other thing (as far as requirements go) is... you know... we are requiring the actual badges that need to be completed.

If by chance somebody goes off and does another badge... yes, they can get certified, but they're not going to be getting the incentive payment.

We're really... thoughtful... in the badge selection that we have chosen— because those are the competencies and the skills that we would like to standardize across the state.

So, this go around for Cohort 3, you're going to find a much more stricter... focus, but there'll be a lot more support.

This DSP subject area pathways— that is definitely something that's new. What...

We (you know)... the online learning... we've provided these modules where folks could have us... they could... we gave them more modules than what they needed— so they would have choice, right?

If we expect our DSPs to provide choice to participants, we got to walk the talk and give them choice.

But, there's so much good stuff out there.

We've decided to create these pathways where folks could say... "Hey I want to learn more about employment (on top of the core curriculum for the certification).

Can I have my elective badges around employment, or could I have them around behavior?

Could I have... (you know) my guys that I work with are a little bit more medically compromised. I want to know more about X, Y, and Z."

So, we're going to open up where people could actually select areas of concentration and interest.

So, you know, what they get in their little packet of modules to go through... are stuff that not only meet the requirements for the... to complete the badges, but also using those elective(s) to reinforce the things that they are most interested in.

So, we're really excited about being able to do that. In addition... another big change that we have is... that there is only going to be one application per agency (regardless of the number of sites).

Okay... so if you have multiple locations, there's only going to be one application... for each agency.

The training models that we use for the program is this on-demand asynchronous training, right?

So, that is what's going to be Relias. So, really, if you think about it, this is where we transfer knowledge... right... knowledge to understand. That's the core content, right?

Then we have the COP meetings... (which are primarily talk story discussions)— where we are able then (as DSPs) to articulate and express... this application of knowledge that they learn from the... online training to begin to cultivate... how it is they're going to attest... to the capacity that they have acquired. And, they do have to demonstrate the competency.

The agencies will play a big... portion in this... in helping to mentor and supervise... to help folks stay on track... all the way to the end.

In the event that they're unable to participate in a COP (because life happens) at that point the agency mentor will be able to meet with the individuals... in like a proxy meeting... hit the highlights (just so they don't miss out on some of the conversation discussion).

The last phase of all this (in the module) is the acquiring those badges (getting those badges approved)— because that is where the rubber meets the road.

That is where the reviewers are looking at this written (or oral.. right... they can focal record) demonstrations / applied learning.

This is where the DSP said "This was my best day ever or this is when I learned how to do this, right? And, this is the story."

And so... you know, local people, we don't like to brag, right?

We don't... we have been raised culturally not to stand out, not to brag.

And so, it's very difficult for many of our folks to put themselves in that... space or that point of view when they're writing for the reviewers— which is why the community practice and the... mentoring is so important.

Because, we really have to shift people out of their comfort zone from saying "we" to saying "I".

And, these are the kinds of things that we've had to move towards... to kind of get that.

Now let's talk about the funds. There are two kinds of funds that are available... for Cohort 3.

One are the agency support funds.

You know, our expectation for those funds— that those funds are used to provide compensation to the learners... (so nobody gets in trouble with the labor board), as well as for administrative support.

What does administrative support look like?

Making sure people have the right technology for the job that needs to get done.

It could also mean that your staff will need to put it... will need to print the badge documents, stick it in an envelope, and mail it to a remote worker (who's living 2 hours away from the office)— because the only device that they have is a small tiny little... (cell phone), and they're unable to write... what they need to for the badge prompts.

So, that's where the administrative... the agency support funds are for... is like... helping people to be able to do the things that they need to do... to get the work done.

The DSP service supervisor funds are different— that really serves as training reinforcement.

It's broken up into two parts... to again reinforce the training and provide that actual incentive— as a reward (when they finally complete through the certification).

So, let's talk about eligibility. Alright... who can apply? I/DD Hawaii... I/DD Medicaid 1915C waiver providers who are providing these services.

Alright. ADH, additional [residential] supports, CLS (both individual and group), community navigator, PAB, residential HAB, individual employment supports, and discovery and career planning.

You cannot be on the naughty list with DHS. Okay.

You have a federal employer ID number. You have an FBIN number.

You are HCE compliant. Okay... what is HCE? Hawaii Compliance Express.

This is probably the first thing... as soon as you finish writing the application (or have somebody else in your office), if you've not done so already, get on HCE (so you can be compliant).

It is what the state requires to provide any kind of contracting.

You cannot get paid until you're HCE compliant. We don't want this to be a deal breaker. So, this one is fast-track... to make sure you can get that done.

What else we got? Where is my mouse? Okay.

Oh... and a completed application. Everybody, you know, completed application is... don't skip things. Make sure you fill in the boxes.

Incomplete applications that are not signed... we skip the name... are not going to be considered.

And then... we you we asking you to agree to participate in our program evaluation.

So, at the agency level, those are your requirements.

Now, at the candidate level... at the learner level, they have to be employed with your agency for at least 30 days before... we begin.

Previously certified DSPs who are ready to become service supervisors are eligible to apply for the service supervisor track.

We had a number of folks who were (like) in a hybrid role last year.

They were kind of... getting ready to do their leads, kind of thinking about upgrading to service supervisor (but not sure yet).

This is definitely... we're ready and we're welcoming them.

Past participants in either Cohort 1 or Cohort 2... (the full or the flex program)... who did not achieve certification are excluded from this procurement cycle.

So, let's say you had somebody who... started off... started strong, 3 months into it... four months into it... got hit by a car... and they were out on medical leave... they would not be eligible to come back into Cohort 3.

There'll be opportunities down the road for folks that are interested (but we're not available at the time).

But, based upon the restriction of fundings, we can't bring them in. There will be no trading or swapping after the application date.

Just letting you know that... who you propose... is who we're going to expect to be part of Cohort 3.

This isn't a... I'm going to give you a name... I'm going to change it later (just so I can get the application in on time).

Alright. So, that is important to know. Who's on... who makes the list is who we're going to be expecting to see.

This isn't a requirement, but it's a consideration.

As you work with the staff... as you work with the staff... you want to make sure they have enough experience to be able to tell the story for each of the competencies.

Okay. So, what is... what does that mean? What does that mean?

That means that... they've worked long enough.

Now, we found out... last year that probably only 40% of the DSPs actually rendered first aid.

So, we changed the badge— because we didn't want to put people in a position that they were stuck.

So, we had to come up with an alternative for those. So, now we're like, okay, we're kind of changing that.

So, they got to be able to have enough experience to... complete it.

In the service supervisor track, there are... there is a some specific... experiences in either hiring or recruiting... DSPs.

So, if they've not had that opportunity, could that opportunity be provided in the course of their certification time... to give them some exposure (so they could attest to it)?

So, it'd be good to kind of (you know) look at the application again, look at those topics— because we want people to... feel good about completing it.

We also want to consider those folks who have time to do the work

It is... (I'm not going to deny it)... it is a lot of work.

it takes time to understand and learn... how to write for the reviewers.

One does not need to be a Rhodes Scholar to do this. We have seen badges pass with three sentences.

Although we tell them we want seven to nine— we have seen some of the badges pass through with just very clear succinct responses.

They don't care about pigeon. They don't care about handwriting (truly).

But, the time it takes to think about that is important. And, we don't want to put people in a bad situation.

So, really... (as you saw in the application), we asked you to get consent and confirmation prior to submitting— because we don't want that disappointment after we get started (that people with multiple jobs as well as taking care of their family, going to school) that the time crunch was too much.

We really want to get... our goal was to get more time— so folks could spread out the work and have clear deadlines... so that nobody would get caught with the crunch.

Unfortunately, with our compressed time schedule, we will be asking people to (you know)... we will have hard deadlines.

But they're going to be... it's more compressed. So, really (you know)... really talk to your folks about if they've got the time to do this... and how is the agency going to support them to be able to make that time happen.

Alright. So, as we talked about certification, some of you are new with us.

As I mentioned, it's a national alliance of direct support professionals. It is a portable... it is a portable certification— so the certificate stays with the DSP.

Wherever they go, it carries over. You know, it's... based upon (you know) sound knowledge that's evidence-based— (you know) the skills to implement it, as well as the underlying core values (if we think about... how it operates).

Now, you know, as far as... the state requirements go, again, it really... the program cannot impact services.

So, we cannot cancel participant services just because a DSP has to sit down and catch up on their badges. Okay?

We do not want to see participants affected at all by this.

On the same token... we don't want to see participants co-opted into this... because the learner has a COP, and didn't make plans at the same time for the participant. So, the participant is sitting next to them in the COP.

Alright... so kind of think about it going both ways. It cannot impact services— which is why we have the agency support funds to pay for substitutes... to make the adjustments... on the schedule... and to kind of think about outside the box... on how that might be accommodated with scheduling and the shifting.

So, you know, I think this is a magic... (you know) get your scheduler magic out there... to try to figure out how to make it work.

Money has to be transferred for this, right? So, the... trainees must receive their incentives.

Some of the problems that we had last time... that it wasn't clear.. because we were all learning, right?

We've never done this before. We're all trying to figure this out. It wasn't clear ahead of time... to the learners when to expect their dollars— you know, how they were supposed to account for it on their time sheets. You know it... many agencies have like a training rate— some don't. Some did bonuses, right?

So, we want you to be really up clear with the learners ahead of time on what your approach is... so they can understand it.

The other thing to reinforce with them... if you are waiting for the government (from RCUH) to pay you before you make the payments... that has to be clear to them (on when to expect it). So, you know, the... there is... and we will be spot-checking to [make] sure folks are actually getting their incentives when they're supposed to.

So, you know, again, all of this upfront work we're asking you to do is really to kind of mitigate problems at the end, right?

You know, identifying, you know, that we're expecting the agency to sit with them... or the mentor to sit with them to figure out... okay, how we're going to do this in your life and your schedule— supporting them to make sure they all have the tools, and that they can use them appropriately.

You know... trying to do the... doing Relias on the phone actually kind of works and it's kind of cool [because] optimize.

Doing badges on the phone is probably one of the most frustrating things.

And, I think it actually inhibits our ability to tell our best story— because the screen is so small, and you're just using your finger to text.

Maybe the gen... the alphas can do it, but if you think about our workforce... not too many alphas that can live their lives off the phone.

So, you really got to sit down and figure out how they're... what tools that they need to get the job done.

We're asking you to assign mentors and backup mentors— because we need to go... we need the go-to person for them... to be able to help them figure out how they're going to... submit the... submit it... (how they're going to find their files). In the RFA, we talk about (you know)... we're not going to... we are a higher level agnostic when we train them on how to upload files.

But, if they're trying to find a file on their phone to upload in the badge academy, that's where it stops for us.

You know, that is going to be agency... agency responsibility... to help them with that.

We want really the agencies to encourage the learners to complete the certificate.

You know, everybody's like gung-ho the first couple of months, and then they hit the doldrums.

Right? And then, it becomes hard, and it's sluggish. And, you know, honestly, praise and encouragement from agencies and agency leaderships... is probably 10 times more effective than coming from us.

In fact, we had a number of learners that were completely disconnected (they felt) from the agency, and that was not a good experience for them. And, that's not what we want.

Critical to making this happen are the mentors— whether you're using... service supervisors who are in the application... who are in, or you're using folks who have already been certified.

You know... letting them know ahead of time... how they're going to protect their time is important.

And, last but not least... invoicing timely (like we're putting in some hard guardrails on the invoicing)— because many of the agencies depended on receiving funds from RCUH before they cut the checks for the incentive payments.

And, let me tell you, we had a lot of angry DSPs because they had done the work... and were waiting months to receive that first incentive payment.

So, we really, really, really, really got to be tight on the invoicing,

And, we're going to optimize the invoicing to make it a lot easier for you guys (I promise).

Alright. Other consideration (because of just lessons learned)— for the DSPs... anybody who gets accepted into the program as a DSP will have to complete the boot camp portion of the training by July 1 to continue to certification. So, we are going to cut bait July 1... folks who have not demonstrated that they're able to finish.

And, part of it has to do with the... compressed time schedule... but also the momentum and the engagement that's needed to finish out the rest of the program. It's important!

So, we really got to be able to kind of separate out folks— so we can acquire (you know)... we can support our resources.

Cohort one and two were folks who were interested. They were our early adopters.

Because we're rolling into this supplemental payment... activity... we've got a number of agencies would like to have their staff certified to receive the supplemental payments.

So, the... demand is much higher.

So, we got to make sure that... as we start to move things through... that we can capture folks, and move them, and get them certified on that path.

Now... life happens (as I mentioned)... and that's why we want to be able to... not discourage people, but we want to be able to focus their resources, and carry them over the threshold.

So, what is boot camp? What does boot camp look like? They've got to complete 15 hours of training, six badges.

There are three COPs that are alternating weeks... that they're going to get through so they can get those badges, get them out the door, get them approved, and also completing the learning plan.

So, the learning plan will then help guide the rest of the... activities, help them (you know) hone in on... the... required training... and do the (you know)... again, pace themselves so it's not so overwhelming to get it done.

And, there'll also be a self-reflection activity with that.

I will share with you that there were more than this many people at the end of cohorts one and two that all they thought they had to do was a Relias training, and they did more.

They doubled the number of hours in Relias— [because] they were having so much fun. And, they were learning stuff, but hadn't worked on the badges... and found themselves in a very awkward situation... when they were not in... they were not eligible for the incentive because they hadn't done a single badge.

We do not want to have that disappointment again.

So, between the agency involvement (at the mentor stage), and having these very structured... (you know) milestones getting through, and we're going to avoid that...

because those are very unpleasant...situations. And, that's (again) not what we want for our DSPs.

Alright, let's talk about the funding. As I mentioned, there's agency support funds, and then there's the... incentives.

So, the agency support funds (you know) are based upon a formula... based upon budget assumptions... (you know) to kind of cover some of the cost of the training... cost of labor costs... as well as administrative for the incentives.

In order to get the incentives, the DSPs must complete boot camp.

Okay, so they're going to complete the boot camp. They're going to get their first incentive.

The service supervisors need to keep... complete part one of their training. What is part one of the service supervisor training?

They just have to submit badges, complete hours, and participate in the COP.

Their badges don't have to be approved. They just need to be submitted. The DSP is a little bit different.

The DSPs actually have to have approved badges. And, the reason is (you know) the service supervisors that are in this for the training, they're balancing so much. We want to give them as much time and opportunity... to be able to get their certification. Okay... so that's really... where we... we're moving, and where we want to go with the... with the two incentive payments.

For the agency support funds, there is going to only be three invoices. So there will be three payments.

The initial payment— you could start invoicing us... after the contracts are awarded (the contracts are in place), and you've done the preparatory activities for verification.

The earliest one could bill would be May 16th. You could invoice us \$2,000 per participant.

I mean (you know)... per learner you have in the program at your agency.

So, you'll have upfront money to cover the cost for the administration.

The second invoice is not quite part midway... but it'll be in August (for another 2,000). And then, the final agency support fund payment will be at the end.

So, we're reducing the number of invoices to three. And honestly, I will tell you... one of the reasons why we reduce it to three... is because very few agencies billed monthly... many delayed. And so, we were trying to provide enough money so you weren't floating.

So, this (I think) is a compromise to those agencies that just did not have the administrative support to stay on top of this monthly... but at least try to get (you know) chunks of money out ahead of time— so you're not carrying... carrying the full... burden. Alright... so what does that look like?

So, in order to get... send out your first invoice on May 16th... all learners will have had to do their email verification, their name verification, and get enrolled into their COP.

This is administrative burden. This is administrative headache. So, from the time that the contracts are... from the time the awards are announced... and you're finalizing the contract, we're going to be emailing back and forth rosters (to make sure we got the right information).

Why? Because, last time, all of our email addresses weren't necessarily correct.

People's names... they wanted differently on their certificate (when it printed) because... maybe they had a nickname (versus their legal name).

So, that took a lot of time and effort. We want to make sure we do that right, and we're not doing that after the fact... because we want to create this good experience for the... learners and not have them feel the disappointment that there was a email mistake... well... a name mistake or they weren't getting any information from us because a letter was missing from their email address.

The interim invoice for agency support funds is a verification. We're going to verify... that they're doing their online training. They're either participating... they're participating in their COP meetings. If they're not in their COP meetings, they are getting their support from their mentor... and for... and that they have submitted badges.

For our final... invoice, the condition to receive that \$1,000 of agency supports funds is all learners will either have shown active online training (or COP meetings), or they've achieved certification.

So, you know... there may be a situation (come in September) where the DSPs have to care for family member, and [have] to take family leave.

Alright, they've done all the work up to that point.

The agency will continue to receive the funds— because they've done some online training, and they've done their COP meetings.

But, maybe they didn't have enough time to get the badges done (out the door).

So, at least there will be funds for the agency— to compensate the agency for the time that they supported the learner.

Alright. Now, let's look at our... oops... come on... Oh. Oh. Oh.

So, how are we going to do this invoice thing, right? So, as you notice on the schedule... we had a verification period. So, for each invoice... there is a period of time where we're going to work to make sure that the information we have from your learner that you are copacetic with and we're all in agreement that that's the work that they have achieved and accomplished.

Okay, how are we going to do that? So, if you guys are up here, you're going to sit down for your invoice.

You're going to look at the portal. So, all of the agencies are going to have access to a folder with their agency information.

And, for each invoice, we're going to give you a roster of all of your learners and their status— how many badges they've completed, how many hours they've completed, how many COPs they've participated in.

Alright? So, if it's verifiable... like... yeah, we're in sync.

You show the same thing in your records. Go ahead and submit that invoice, and get out for payment.

Now, if there's a question mark... like they didn't come to a COP, or they came to a COP and they didn't use their login ID (as they're required to)... but they cockroach somebody else's user ID, and it shows up in their report.

But you (you know)... you chase them down like... "Hey, what happened?"

"No, I was there. I just never have my ID. I had to use Mary Alice. Blah, blah, blah...."

You're going to gather that information. You're going to get it back to us. We'll review it. We'll send you a final disposition.

And then, the cycle starts again. You can go ahead and prepare for... submission.

There will only be a one-week period to verify the invoices.

Now, you know, some of the agencies took [a] long time to get their invoices in, and we understand life happens. This is outside of what you normally do.

But, because we're ... because our funds have expiration dates, we are having to watch very closely... making sure that we spend the money that we've encumbered (when we do).

Otherwise, it's going to go bye-bye. So... and it's also very hard to go back retrospectively... five months later to remember Mary Alice was using Johnny Boy's login in that COP meeting. Okay.

So, there's a one-week verifiable period... verification period to go back in on the invoices.

If they ...if you identify stuff later, whatever gain that could have come your way [is] going to be forfeited.

Right? So, you wait a month, you take a look at it like, "Oh, wait a minute... no I... oh, they were there. Oh, no! They did that thing again."

Too late... you're not going to be able to get the money back for that... agency support fund for that particular learner. So... a lot of effort is going to be placed into making sure you have timely access to information.

It's going to be assigned to the invoices. We're not going to do interim reporting.

We're going to give you that information. It's going to be available for you to then verify.

So, this is something to think about internally... how you want to make sure you can keep track of where your folks are at so that this process is smooth as silk... to go through. I think what is going to be helpful is that because... we are capping the number of learners, it'll be much, much more manageable... in tracking their status... than for some of the agencies that had double-digit... learners.

Alright, let's talk about the application.

This is the meat and the potatoes.

This is going to be the meat and the potatoes for... what you need to submit for us.

The header information on page one— as I said, single agency application. We got to have your FEIN numbers.

It's important that we have the RFA point of contact. Who is a person who can sign legally on behalf of the organization... and is going to be responding to any contract changes?

And then, the project point of contact. Who is the person we go to... coordinate... coordinate issues... coordinate concerns.

You know, "This email is broken. Please get us a better one."

You know, those kinds of things. Learner has told us that their supervisor quit, and they don't know who's supposed to be helping them.

You know, that's the kind of thing that we need somebody we can go to... that's going to be able to help resolve, and answer... those questions.

Alright, page one... bottom... attestations. Alright, [these] really are your agency commitments... for good faith commitments about contracting and implementing, right?

So, the things we talked about earlier, right? You're... in Hawaii Compliance Express, you are a DD provider, you're administering services, you're going to be around for a while... you're going to support your learners, making sure they get the equipment. You know, you've got consent for folks to participate before you submit.

You're just not used... getting their names in to get them in, and then going to bait and switch later.

You're going to let us know (for data collection) how you're doing things and... adhering to the schedule.

So, the attestations are really like... being good partners... with us to move the... to move the system forward.

Now, page two. Okay, we like know stuff.

We want to understand how you are using the agency specific funds. This is purely for data collection.

It is not being used for the application selection. The application selection process is purely going to be... first in... first out completed application... and... we go from there.

But, this is information we are beginning to capture... because we are getting ready to submit another RFA for Cohort 4— as well as doing a deep dive into the supplemental payment program.

So, we really want this information —because we may change what we do with Cohort 4 (based upon the information we receive... we receive here).

So, we want to be able to get this... all this information... in to be able to guide where we're going.

So, what does that mean? Something has to be in this box.

It can be... "I have no strategy for using agency support funds"... or... "See from the list below"... and check off the ones that you're doing.

We do not have promotional events. Yes, we gave folks t-shirts.

If there's "other"... describe whatever. But, we're going to be looking for something in this box (up here)... for it to be complete.

These check mark... these check boxes... are going to be related to... up here. So, if you tell us... "we have no strategy for agency support funds", and nothing's checked here... (you know) that'll be curious. But (you know) we think... provide access to tablets, laptops, and computers... (giving them their hot spots), there is going to be... you're using the money someplace... so you got to tell us. Okay?

So, we're expecting to see stuff written in. We're expecting to see at least one box... (you know) checked off here. But, we really want to see what you're actually, actually, actually... doing.

Alright. At the bottom of page two, we're asking you to describe... how the service supervisors (the mentors, right?)— how the mentors will be... their time will be protected... to support the learners to avoid their own overload and burnout.

As I mentioned, agency involvement is critical to this process. That was the difference between the agencies who had... 100% certification by all employees... timely certification of those did than those that were late.

Those that had high disengagement— we've had some agencies that... I think a quarter of... we did have one agency that a quarter of the learners that they submitted actually completed something, and three quarters just kind of like... fell by the wayside.

We want this here... because, one, we want to see what the innovation is so that we can share it.

So, a lot of the checkboxes you saw before— we like to compile them, and share with the agencies.

And like, "Hey, these are best practices that the agencies are using. You might want to consider this."

So, one is to share. But, the other is to have folks think about this ahead of time—so that you have that runway to sit with the staff, and talk about how you're going to do it. It could change, right? It could change.

But, what we want to avoid is... not having this clear... marathoning at the end... (where people are spending 24 or 22 hours trying to submit their badges).

We want to avoid service supervisors who are applying for certification to be in a... competition with the DSPs.

Right? I'm going to do my stuff first (before I help you). We want to avoid that.

And... we also want to (you know) provide it... be clear ahead of time... for them.

So, this is (you know)... this is coming from (you know)... again, our program evaluation... things that we have heard... and... as well as... (you know)... just kind of again looking at best practices (how might we get there).

Alright! Let's talk about the roster (page 3). Alright. So, if you have submitted your application already, pay attention to what we're going to talk about now... because you might want to think about... resubmitting it

Alright. So, we are capping the number of DSPs to six per agency.

So, you're going to give us the name of the DSP that you are proposing to be a candidate.

We're asking that everybody have a primary mentor assigned. Okay. There are two types of mentors.

There are two types of mentors that we will accept. One is the... so the service supervisor candidate. Okay?

The service supervisor candidates are learners that you are submitting to get... service supervisor level one credentialing.

So, for all... for folks... so for brand new agencies... we're expecting to see you check off this box "service supervisor candidate"— because we're expecting that that's... they're going to be learning together and moving this through. Okay?

For some of our agencies, they're out of supervisors. They don't have any more staff or supervisors.

But, they have a number of DSPs who have been certified... as well as past service supervisors [who] have been certified.

So, we would like to encourage folks who have already been certified either at the DSP or the service supervisor level... to be appointed as mentors. And, I will tell you... the DSPs themselves... (there's a handful of them from the agencies)... that in the course of the program... have shared with us... they would love to be in a position to mentor others (mentor their peers) in helping them get through the certification process.

Some of you may or may not be aware... that towards the end of some of the cycles, we actually are the facilitators (which I'm so proud of them)

They actually got permission and buddied up DSPs together— so they... they could encourage and work with each other.

You know, they... found a... seasoned DSP from the same agency, and said, "Hey, would you be willing to work on Mary Alice?"

You described it. Some of your agencies did that yourselves.

You know... I remember on our... Thanksgiving marathon weekend (you know) sitting with... a DSP who had already [gotten] certified. And then, the DSP in waiting (you know... kind of thing), helping them get their stuff through. So... so we are totally open to the mentor type... being somebody who's already been certified.

You could contract somebody who's already been certified. That doesn't have to be (right?)... so...you have... you have open possibilities.

So, either... they're going to be a candidate, they're going to be applying for a service... the service supervisor level one, or they're already established.

So, I hope that's clear and then we can talk about that in the Q&A further.

We are highly, highly, highly suggesting a backup mentor.

We saw this year (you know... again), unfortunately, one of the things we're trying to prevent (right). We're trying to create retention.

We saw first-hand... supervisors quit. The DSPs were scrambling. We sent them back to the EDs... but they didn't get response in time... or a process... or identification of who was supposed to support them.

And, I got to tell you, the DSPs were despondent. They were not happy about that. It increased... it created (you know) some animosity, and some frustration. Again, stuff we don't want to have happen.

So, having an identified backup mentor would be very helpful.

We are capping the ratio— no more than three DSPs to one mentor... (to be able to get them through).

We also want to know what city the... the DSPs are living in (where they're from)— because there is some... again, this is information we're gathering... to see how we might move forward on the next cohorts... if there are priority geographic areas... (you know)... all that other good stuff.

Alright, the bottom half of the roster is the service supervisor. We're only accepting... two service supervisor applicants... per agency.

So, max six DSPs— two service supervisor applicants.

If you are a service supervisor applicant, and you're going to be the mentor... for the DSP, this is where you check off "service supervisor candidate". Yeh... so, we know "Oh yeah, those are the people down there... that's the matchy matchy."

Anything that is checked in the NADSP certified professional... we will validate with our records (as well as NADSP) to see if they are listed as a certified professional in good standing.

If they are not, we're going to reject... we're going to reject them as a supervisor— which means the DSP is not going to make it.

So, you want to make sure that these check boxes (that you got rockin') are... are clear.

So, the only time you do "service supervisor candidate," is if you are submitting new service supervisors to your program.

And, if you're not submitting new service supervisors program, and you're relying on already credentialed staff, you're going to make sure you're going to put the check box here. Alrighty!

Okay. The application final... application final comments. The deadline is April 29th, 4 p.m. Everything gets emailed to Marlene.

If you... the last... submission for the organization (like, if you have to fix something)... the clock is going to start on the last submission.

Alright. So, and we're... (you know)... we're date stamping everything that comes in.

But, if you submit more than one— your last submission is the start of the clock... for the deadline... for the awards.

Alright... so, what happens... after the awards? We are looking... to make the notification... for the awards on... end of day, May 4th.

And then, we are going to be like... buzzing those first two weeks of May— getting started, getting the service agreements, doing the verifications, getting the rosters, doing that online stuff.

So, if you are critical to this, and you are going to be out of town, it would be good to discuss (ahead of time) who's going to be responsible for making this happen.

Now, I'm not saying "Don't go out of town." You know, this is peak graduation season too.

You might be the parent of a graduate. Congratulations!

But, just know, we need to know who to work with— because we don't have a lot of time... to get things going (because we got to get things moving).

Orientation (online orientation for all learners) is going to be... is also going to be done during this time so we can maximize... the effort.

And then, we'll get the... schedules out, the COPs out, and... the assignments.

So, this first two weeks of May are going to be very busy.

You're going to be seeing a lot of email coming from... the Hilopa'a team.

So... make sure your program point of contact is going to be the person who's going to be handling it. Now, it could change, right?

Like I said... maybe it's... Mary Alice will take care of me, but she'll be back in June.

That's fine. You just let us know. It is... important that... in that recognition that (you know) we're trying to be flexible... that we have open communication... so when there are changes... we're informed of those changes, and when we make changes, we let you know... so that there's this constant communication (so nobody's left in the lurch wondering what's happening).

Alright. So, questions, comments, concerns. We've had a few questions come in already... in writing— so I'm going to do those first.

And then, we'll go to the questions that are in the chat, or in the Q&A box.

And then, we'll continue from there.

Alright. Why are the Community of Practice meetings required?

Well, we'll tell you— because learners have better outcomes.

The learners who participated found it was... very helpful. I will tell you.... when we (you know)... when we talk about adult learners and how the brain works, your first idea about something isn't necessarily your best idea. It's the one that's in your short-term memory.

When we write these stories, we want to make sure that the DSPs and the service supervisors... can conjure up, and pull from the... all the memory banks... their best example of when they met that competency or skill.

The last one might not be the best one. And so, it takes a little digging and prodding. And, that's what the... COPs do.

When they're participating in the COPs, the agencies are spending less time doing busy work.

They're eliminating redundancies.

It's just more efficient... to be able to... get... make that happen.

But, what happens if the COP times don't work for my staff? Alright.

We will be providing the mentors templates and materials to conduct proxy meetings.

So, they'll be able to go over... have a facilitated discussion to really kind of help them pull out... their story that they're going to write for. Any updates (you know anything that we learn... that's new)... will be part of those templates (so that they know)— like, for example (you know) NADSP— they're also [a] growing agency... halfway... like at the.. what was it... I think in the last two months or something they've required that all training transcripts have to be alphabetized.

So, that's different, right?

So, we need to communicate that information out to everybody.

We do that through the COP. If that doesn't happen through the COP... at least now it's going to go to the mentor to be able to remind their people: "Hey, by the way... you know, you got to alphabetize the transcript, and this is how you do it."

So, bringing in the agency to kind of help support that will be most... will be most helpful.

I will tell you the COP times we're offering are before work (start of work) midday late afternoon and we're actually going to be offering a Saturday... to see if there... anyone is interested.

Why the mentors? Okay...

The agencies that implemented a mentoring program on their own had way better success for our certificate completion.

And, I would like to translate that into agencies that had poor mentorship... left money on the table for the agencies and the learners (because they didn't have a system in place).

We got a lot of complaints... from learners that they didn't know who to go to for help.

And... so that became problematic. And then...when they... we ran into equipment issues (right?)... because they're doing Relias, and then they're trying to do the badges, and they got the phone thing going on... like... the frustration of... "I've spent an hour typing my answer on my phone... but I cannot find the file that I have to submit." Now, I will tell you a lot of our problems... are limitations in the NADSP portal. But, as much as that's their problem... it's still our problem... because that is the certificate that we are running with.

So, we've got to be smart, and figure out how to work things around... to be able to make that happen.

So again, the mentors are there to kind of help folks problem solve and figure out how they're going to get things done well (the first time), and in a timely way.

Okay. Are staff members... providing RBT services for PAB or CLS eligible for the program?

No. The RBT-based services already have a rate differential.

At this point, for Cohort 3, we're only taking (like) straight PAB, straight CLS.

Can an owner supervisor apply? Yes, owner supervisors can apply.

You're a supervisor. You're a supervisor. You can apply.

We've only recently added PAB and CLS to our service list. Are our staff eligible for the program?

As long as the staff meet the 30-day requirement, and they've begun participating (they've begun servicing participants)... yes, they can.

I would just like to put out there (as a consideration though)— do they have enough experience to... successfully submit, and get approved... the core boot camp badges?

Now, for ... maybe they're a better candidate for Cohort 4— because we're going to hope to have more time in Cohort 4,

But, for Cohort 3, they've got to get through those first badges very quickly.

So... weigh that... weigh that to see what that was actually going to look like.

That would be my advice.

Okay... so let's stop this... let's stop the sharing. Let's go... let me move my... doohickey here, and then let's go to the Q&A. Okay...

Marlene, would you mind reading for me the... questions, the Q&A questions, and then I can... answer. Is that okay?

Marlene: Sure.

Leo: Thanks!

Marlene: Okay... at this time, while I have new DSP learners who want to participate, I do not have new supervisors who can take this on.

I have a service supervisor who has gone through level one... who can take the group.

Can they be exempt, and get this new set of cohorts ready to go?

Leo: Okay, so no need for exemption. The system is designed to have the service supervisor who went through level one to take the group.

So, I just want to make sure that's clear.

It could be either a service supervisor or it could be a DSP... who's already got to level one... can take that group, and can rock and roll.

Marlene: Okay, next question. How do you verify as a service supervisor if a team member completed their COP?

Leo: Okay. Alright. So, you know, we're going to have that information available at the invoices.

But in the interim, right, if you want to know in the interim, you're going to have to check in with the... check in with your... team of three.

So, coming up with a way to make sure that they've let you know they've participated or not.

As I mentioned earlier, the reporting limitations are... ridiculous, but we are where we are. So, I apologize for that.

Marlene: Do all trainees need to log into the COP individually?

During the first and second cohorts, our staff often logged in from our training room with multiple learners in the same room.

Leo: Yes, they will need to log in individually. We are eliminating watch parties.

I apologize to the agencies that found that to be the most efficient way of getting their people through, but it was the least effective... learning experience.

For groups that were doing watch parties, very rarely did they participate in the discussions. There was much over-talk.

The... we had... three facilitators running the... Community of Practices.

They found it very, very, very difficult to... hold... to facilitate the meetings when there are multiple people... on the... same screen.

And... I'll tell you... it became even more frustrating as a facilitator... when there were multiple people on the screen, and they didn't know how to mute their microphone... and we could hear what they were talking about for lunch.

So... sorry. Again, we're trying to optimize experience... reduce redundancies.

You know... it's frustrating when what we're talked about in the meeting, they got emailed back 15 minutes later from folks in the group saying "Oh, now what happened?" So... yeah.

Marlene: What if I only have one NADSP certified service supervisor, but six DSPs. And, we don't have any backup or other mentors to take them on?

If this service supervisor is willing to take all six, can they do that?

Leo: Okay, the answer is "no". No mentor can have more no more than three.

I encourage you to go back to take a look at your bench of people who got certified, and... encourage the DSPs who went through to perhaps be [a] mentor.

We adjusted the agency support funds so that you could provide payment / stipend some... financial renumeration back to the people who are doing this role.

So, I would go back and take a look at the bench. You'd be surprised.

The thing about the... the thing about not having a backup mentor (you know)— we required a mentor. We're highly suggesting a backup mentor.

If you lose that mentor and you're unable to fulfill a backup mentor, we're probably going to have to cut you... out at the program... (cut you off during midway)— which could be very frustrating.

I will tell you that for the agencies who lost supervisors midstream... it was very, very difficult for the DSPs (as well as our program) to interact and keep people going.

So, we're trying to avoid that. If there is a change midstream... somebody's identified to kind of help... move through the... move through the system.

If you are a brand new agency, you know, you may want to think about if you don't have...

if you don't have enough people (if you don't have two service supervisor candidates to take the six)... you know, really think about maybe you just want to do one service supervisor with three DSPs (you know) just to get through.

But yeah, we don't want to get in a situation where... we don't want to get into a 1:6 ratio.

And, we don't want to get in a situation where we're caught in the middle.

Marlene: Okay, sort of related... can both my... service supervisor candidates be primary and backup mentors?

For example, can one service supervisor candidate be the primary mentor for three DSPs, and the backup mentor for the other three DSPs?

Leo: So, because the primary mentor is required (right) you could do that.

But if you put them in the backup, the application's going to get rejected.

If after one week and one month, you lose that service supervisor, we're going to have to cut the contract. So, there's a risk in... there's risk. I'm just going to say that.

But as we approve the application, we're just going to be looking at the primary mentor... to make sure that they meet the ratio requirements.

Marlene: If one DSP gets DSP1 certification in this cohort, would they be eligible to then sign up for service supervisor certification in another future cohort?

Leo: Absolutely. And, what we would encourage them to do is... to do that within two years of when they started... when they started the first training.

So yeah, we... encourage it, and I think it's lovely.

Marlene: Uh... if you have a current service supervisor with just the attestation, do they need to check the box for "service supervisor candidate"?

Leo: Okay, I maybe perhaps we could get a little bit more information on that. I'm sorry...

Marlene: Richard, can you explain a little bit more, please?

[No Audio]

Marlene: Uh...

[No Audio]

Participant: Hello. Hello.

Marlene: You don't sound like a Richard. [Laughing]

Participant: Uh, sorry. This is Erica. [Laughing]

Marlene: Thanks Erica!

Erica: But, just asking the question.

I know that we talked about that there was different badges for the DSP and for the service supervisor candidate part.

So, would that be a different cohort too... for the service supervisors?

Leo: So, they're the... they're in cohort... they'll be in Cohort 3. But, they'll be in a completely different Community of Practice.

Erica: Oh, okay. And then, for the... I know during COVID there was the like... kind of the exemption where you could become a service supervisor without the college degree.

It [was] just the exemption, and then all the other forms that you needed.

So, would they need to go through the service provider candidate for this one, or just any service supervisor?

Leo: Okay. So... let me answer that differently. For the training program we are not checking to see if they are established credential service supervisors in the waiver.

You're just communicating to us that... this person is in a supervisory level managing DSPs who are providing PAB services.

Erica: Oh... okay, thank you!

Leo: Thank you!

Marlene: It's not about funds, it's about capacity.

Leo: And, I think that's to do with... not having enough backup. The DSPs...

Marlene: Oh, I... yeah. Umm...

Leo: Oh... go ahead, Marlene.

Marlene: No, no, no. You go ahead.

Leo: I was going to say, you know, and so maybe that's, you know, maybe it's just submitting one supervisor and three DSPs because that's what the capacity is... you know, at this point, right? So... we just want folks to be kind of realistic where they're at. You know, some of the agencies went big bang and shot for the moon... and that just came back to haunt them. So... you know, kind of think about what makes sense for your organization and your organizational culture to get through.

Marlene: What if I don't have any NADSP certified professionals or service supervisor candidate to be backup mentors?

Leo: Right? So, we could walk through the example, right?

You could propose three DSPs and two service supervisors. And, that would give you primary and backup.

And, you wouldn't risk anything.

Marlene: Okay. Are the funds and bonuses the same for service supervisors who are NADSP certified already— versus those who are new service supervisors?

Leo: Okay. So, so let's be clear. For the mentors who previously were in the program who certified... as a service supervisor or as a DSP... to support their support of the DSPs—that's coming out of your agency support funds.

So, how you do that is going to be up to you guys. The folks who are getting the incentive... for certification are only going to be new... learners.

So, the people in the (right)... the first column on the application... the DSPs and the service supervisors are the only folks who are getting the incentives. How you pay the mentors is going to be based off out of your agency funds... and however you're going to calculate that agency support.

Marlene: If you have a service supervisor that's also a DSP, can they do both?

Leo: No. Okay. So, I got you on that one. I would only pick one.

I will tell you that it would be too hard to get them certified by September 30th (as the deadline)—because in actuality, we're probably looking at about 75 hours of training, and a total of...

Wait, I can do the math. I can do the math. Five, six... eleven... oh, and 26 badges.

We don't even have 26 weeks to get this done (for them to do both).

So, we're not... we're not going to put ourselves in that situation and take applicants under both.

I will suggest that... (you know) when we take a look at the supplemental payment... you know, they're going to be having to work... to get the supplemental payments... only going to go to the DSPs, right? So, they're got to be... they got to be working. So, that's one consideration. You know, think about what the skill... that you want to... what... the kind of capacity you're looking...

Erica: I'm there before everyone else...

Leo: Oh, I'm sorry. We missed that, Erica.

Erica: Oh, I'm so sorry. I'm so sorry. I was having another conversation. I'm so, so sorry about that.

Leo: Okay, no problem.

Yeah. So, you know, think about... what... where... (you know) again, this is a professional development activity. It is also transformational.

So, for the individual (you know) where... do they want to be... what do they want to get out of it right? If they feel like they need... (you know)... they could benefit from the service supervisor curriculum— rock it.

If they feel like they need to really work on that core foundational DSP skills and strategies, you know, rock it there. But, you know, really just kind of sitting with them to kind of figure out (you know) what do they want to get out of the program?

Marlene: Next one... for clarification on the roster list, the service supervisor name section at the bottom is for service supervisors that are in training. Correct?

Leo: Correct.

Marlene: Not the certified mentors...

Leo: Right... right. We're going to you're going to keep their name up top on the next to the DSP. So, that's where we're looking.

So, you know, just kind of a hint... when we look at it, right?

We're going to be looking at whatever mentors names are associated with the DSPs.

We're going to check to see if they're... the NADSP is marked. We're going to check with NADSP if they're credentialed. Right?

If they're in the SS box, we're going to look below on the sheet to make sure their names are... the names are there, and there's a match... there's a match going forward.

Marlene: If we only apply for four candidates, do we not need to submit HCE compliance since it says it is only required for more than four candidates?

You know, it would be good to maybe you could help point out to us where it says the AT is required for only four candidates.

Is it because of the dollar amount?

Sorry, if you wouldn't mind showing us kind of where that is... (and it might be the total overall payment).

But I... if you could show us kind of where that is... or give us a page number, and then we can look it up.

And then, we'll keep we'll keep going to the next questions.

Marlene: Okay. Next question. A DSP has... that has the certification and goes through it a second time as a service supervisor.

Do they get the supplemental payment each time?

Leo: Okay.

Supplemental payments through the waiver will only be given to DSPs.

So, I can get certified as a... so, yeah... so there's no double... there's no double dipping because service supervisors will not be getting the supplemental payment.

If cohort... for Cohort 3... if they come in this... you know... at least they'll get the stipend if they come in now (in Cohort 3).

Marlene: Okay. Do mentors who have already completed a certification, do they... need to complete any training, or is it more of... getting the three in your group process through the program?

Leo: Right. The only requirements the mentors will have is... they... the mentors will not have to do any training. They will not have to do Relias.

They will have access to Relias though— so they can check.

They will not have to do badges, but they are asked to participate in... Community of Practice... meetings for... just the mentors— so we can kind of go over what to expect, and communicate changes and updates... and (you know) all those things.

So... in the RFA, there is a section on... in (you know)... the... mentor (you know) mentor expectations.

And, I just close my RFA (by mistake), and I can pull it back up.

So, let's see... [Vocalizing]

[Computer Beeps] Just trying to... see... I was trying to not have my computer make noises while we were doing this.

And so, I try to cut out all the noises that's when... okay... so let's see.

Right. So... we're going to ask the mentors to participate in the...

DSP orientation (which is an online mod... which is a video), participate in the mentor orientation, and participate in five COPs.

They'll follow up on COP absences, and check in with the learners.

And then, you know, assist with the learning plan, make recommendations.

Marlene: Are you ready to move on, or....

Leo: Yes... sorry. Yeah.

Marlene: Okay. So, going back to Florence saying, "Do we need to asking do we need to submit HCE... compliance if only have four candidates?"

And she says "Because, it says... on page 11, it says \$25,000 on the request for application packet."

Leo: Yeah. So... okay. So, the... okay, so let's... okay, let's do the math.

So, if we're looking at agency support funds, a total a total of the agency support funds is \$5,000 per learner.

And then, the total of the incentives... And I apologize. Did I just lose the incentive slide?

Yes, friends, I lost the incentive slide. So, let me get that up here.

Let me update it... so we can see... what we're talking about.

Good catch, you guys. Man, you guys, I love all you math people that are hanging out with this... us today.

Okay. DSP SS funds.

Are you kidding me? Did I just... how many times have I done this? Okay, let's do this one more time.

Okay... let me just do...

I'm going to...

Aw shucks. One second, folks. Alright. So, let's do the math (while I'm doing this)... so we can rewrite it. Alright. So, the agency support funds are \$5,000 for learner combined, right?

The incentive if the learners completes the boot camp and the service supervisor completes phase one... and then they actually get certified, that's \$2,000 per learner.

So, for each learner, there's \$7,000 available for maximum award (for each person).

So, if we're looking at four people, 4 times 7 is \$28,000. So, you still got to go... you still got to get HCE compliant.

Marlene: Umm... "Could you also share the slide of the DSP bonus amounts that they get, and when... if they complete all requirements?"

Leo: Okay.

Marlene: Is it in the RFA?

Leo: It's in the RFA, but I'm missing the slide. So, right now I'm making it— so that we have it so we can put it out there. And, let me just update the...

Good catch! Okay... and period.

Yeah, let us get rid of this. And then, I can put this up.

Okay, now let's share screen.

Come on.

Okay.

Okay. Alright.

Okay Marlene... we got a couple more... we got a few more questions.

Marlene: Okay. Is there ongoing trainings required to maintain certifications?

Leo: Yes, there is a maintenance certification.

It's 20 hours of training every two years. And, it has to be by choice.

Can it be... and only eight hours of the 20 can be mandatory training.

So, probably in about 6 weeks, we'll have another one of these to talk about maintenance certification—what we're going to be doing to support that.

And... yeah, we will be making available... (to people who've come through our program) Relias modules.

They'll have like... they'll have their own maintenance of certification... (like) learning plan that changes refreshes quarterly.

So, they have the new stuff that comes out— they'll have access to it.

And then, they'll be able to generate... transcripts for their submission to the maintenance certification.

It... they don't use the portal, they have to actually send it in to NADSP... to do the MOC maintenance certification.

And then, you know, we'll be offering some webinars.

You know, we've been... we've had a lot of great ideas about how we as a community... might want to make... how we might want to work together to offer... ongoing training opportunities for maintenance certification.

It does not have to be required.... it doesn't have to be certified training.

So, let's say... (you know) let's say one of the agencies does a really great job of ... working with... deaf participants, and they would like to share that... with others.

We could set up a webinar where they could share it, folks could participate, and... you know we can... log it in Relias (so it gets added to the transcript).

So... yeah, we don't want to leave people hanging, but they're going to have to maintain the MOC.

Marlene: Last... well... I think this... let me read this. There's more.

Just to clarify... DSP learners will get the incentive payment, but not the service supervisor learners.

Leo: No, the DS... Okay, through our program, DSPs and service supervisors will get the incentive.

When we're talking about the supplemental payment through the waiver (that's a quarterly bonus), that's only going to be... identified for DSPs.

Marlene: For recertification, is it free for certified individuals or is there a fee? Wondering if the agency needs to budget for recertification costs.

Leo: Okay, for the training, we're going to make it available for free.

I believe NADSP charges \$25 an application for recertification.

And while we're here, let me double check it so we can... so yeah, I would... so you know again what to potentially to budget for.

You know, the nice thing. Yeah, that could... and that could be an expense for the... [whatchamacallit].

Okay, you got me thinking there. Okay... NADSP..

So, there will be postage (I think)... postage. Because, I don't think it's an email. I think it's a snail mail.

Oh, it's a \$30. It's a \$30.... No, wait. Sorry, I cannot read.

It's a \$50 renewal fee... every two years.

Okay, it's aonline... like you go to the main website, you fill it out, and you submit you do you... do the taxes.

So, it's their main web page that collects it.

Marlene: Okay, that's it. We have a thank you from AJ. AJ, you're welcome!

Leo: Okay!

Marlene: So, we will be posting this recording of this webinar on our DDD website—probably by late tonight, or early tomorrow morning.

I guess... I'm kind of asking...

Leo: Oh, I'm sorry. Yes. [Laughing]

Marlene: ...or just... I'm making sure. Okay...

Well, we're a little bit over... so... thank you everybody. Did... Leo, did you have anything else to add?

Leo: Oh... I just want to add that Marlene can continue to take questions until...

Marlene: By tomorrow at 4pm.

Leo: Yeah, tomorrow at 4.

Marlene: You can submit questions and... we'll be posting that also on the DDD website by... late Monday, early next Tuesday.

And then, applications are due on Wednesday, April 29 by 4 p.m.

Okay, is that it, Leo?

Leo: That's... my last comment is... again, if you've already submitted your application,... double check what you submitted to make sure we all have the same understanding. So...

Marlene: Okay. Thank you everybody!

Leo: Take care!