

# RETAIN KENTUCKY

Retaining  
Employment  
and Talent After  
Injury/Illness  
Network

*"When employees are sidelined whether due to an injury or illness, it can have a long-lasting impact on them, their families and employer. With early intervention and a coordinated approach, we can help employees stay on the job or return sooner."*

**Kentucky Education and  
Workforce Development  
Cabinet Deputy Secretary  
Josh Benton**

## RETAINing Kentucky's Workforce

### RETAIN Kentucky

The Kentucky Department of Workforce Investment together with the University of Kentucky Human Development Institute and committed project partners are leading a collaborative effort to support workers through the *RETAINing Kentucky's Workforce through Universal Design* project. This is one of eight states' efforts to implement and evaluate early intervention strategies designed to help injured or ill employees remain in or return to their jobs.

Each year, millions of American workers leave the workforce after experiencing an injury or illness. The Occupational Safety and Health Administration estimates that four million nonfatal work-related injuries and illnesses occur annually, and the National Safety Council estimates that there were over 14 million nonfatal, off-the-job injuries and illnesses in 2014 alone. Indeed, some experts estimate that non-occupational injuries and illnesses are roughly eight times as common as occupational ones. Hundreds of thousands of these workers go on to receive state or federal disability benefits. The impacts on individuals, employers, and all levels of government can be significant and long-lasting.

### Why Should Employers Participate?

For employers navigating the complexity and cost of worker injury and illness, participation in the RETAIN Kentucky project will enable you to:

- Keep the employee on the job or get them back to work as soon as appropriate and possible;
- Save the cost of temporary/permanent replacement and hard-to-measure loss of that employee's experience and expertise;
- Get immediate help and resources for the employee after an illness or injury;
- Align and coordinate with existing programs to ensure services are delivered efficiently and effectively; and
- Participate in data collection and the creation of a best practice approach for businesses and the Commonwealth.

### Service Area

The KentuckianaWorks region, which includes the Louisville Metro area and Bullitt, Henry, Oldham, Shelby, Spencer and Trimble counties, is the service area for the pilot phase of this project.



*Preparation of this item was fully funded by the United States Department of Labor, Office of Disability Employment Policy in the amount of \$2,295,876 under Cooperative Agreement No. OD-32548-18-75-4-21. This document does not necessarily reflect the views or policies of the U.S. Department of Labor, nor does mention of trade names, commercial products, or organizations imply endorsement by the U.S. Government*

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*Kentucky Department of  
Workforce Investment*

*Coalition for Workforce Diversity*

*KentuckianaWorks Workforce  
Development Board*

*Kentucky Cabinet for  
Health & Family Services*

*Kentucky Department for  
Public Health*

*Kentucky Department of  
Workers' Claims*

*Kentucky Disability  
Determination Services*

*Kentucky Hospital Association*

*Kentucky Office of  
Vocational Rehabilitation*

*KentuckyOne Health*

*The Council of State Governments*

*University of Kentucky  
Human Development Institute*



## The RETAIN Kentucky Approach

- Provide immediate support and assistance to maximize the likelihood of the employee staying at work or returning as quickly as possible.
- Create partnerships to implement systems changes to start employment and health care services immediately after injury or illness.
- Implement SAW/RTW strategies across health, employment and public health to better identify individuals as they experience a medical condition that impacts their ability to keep working.
- Incorporate early intervention strategies, peer supports and training of health care and employers to assist workers with injuries or illness in maintaining a connection to the labor force.

## Participants

- Workers experiencing musculoskeletal injury or illness that is not work-related. An emphasis will be placed on workers with substance use disorders that are co-existing or that develop after the injury or illness.
- Workers currently in the labor force or seeking employment.
- Workers must not have applied for, or be receiving, federal disability benefits.

## Employer Partners

Participating employers will work directly with RETAIN Kentucky Service Coordinators and other project staff from June 1, 2019 through Feb. 28, 2020 to assess the impact of SAW/RTW activities for workers who are ill or injured. This participation includes, but is not limited to:

- Participating in RETAIN Kentucky training;
- Referring injured or ill workers to RETAIN Kentucky Service Coordinators;
- Complying with HIPAA, privacy laws and other regulations;
- Developing a data sharing agreement with RETAIN Kentucky to provide project data; and
- Participating in data collection activities related to continuous quality improvement and program impact.

## Contact Information

If you would like more information about RETAIN Kentucky, contact:  
Becky Cabe at 502-564-4754 or [Becky.Cabe@ky.gov](mailto:Becky.Cabe@ky.gov) or  
Shirley Kron at 502-541-5314 or [ShirleyKron@KentuckyOneHealth.org](mailto:ShirleyKron@KentuckyOneHealth.org).

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# Project CASE Employer Engagement Strategy Guide



April 2019

This guide describes strategies, tips, resources, and includes a sample of business partners, and a success story to demonstrate how Project CASE has successfully engaged employers.

## About Project CASE

Funded by the Rehabilitation Services Administration, a division of the U.S. Department of Education, the Creating Access to Successful Employment (CASE) Project in Kentucky intends to increase participation in career pathways for individuals with disabilities in three targeted sectors: information technology (IT), manufacturing and industrial technology, and healthcare/nursing and allied health.

To learn more, visit

<https://kcc.ky.gov/Vocational-Rehabilitation/projectcase>

## Project CASE Contact

Helga Gilbert  
Project Director  
[helga.gilbert@ky.gov](mailto:helga.gilbert@ky.gov)  
8412 Westport Rd. Louisville,  
KY 40242

## Overview

Project CASE has developed partnerships with more than 25 businesses who are potential employers of individuals with disabilities served through Project CASE. Career Pathways Coordinators (CPCs) and other Project CASE staff meet with employers to explain Project CASE to human resource managers and inform employers about the return on investment from hiring individuals with disabilities. They explain how businesses can add diversity to their workforce while fulfilling staffing needs. Project CASE has developed various strategies in working with, and engaging, employers.

## Employer Engagement Strategies

- Encourage employers to sponsor industry tours. Project CASE participants have the opportunity to participate in monthly group tours of a variety of businesses, as well as individualized tours when requested.
- Sponsor employer events and trainings. Project CASE held an event, "High and Low-Tech Accommodations: What Every Employer Should Know", at the University of Louisville.
- Collaborate with employers and facilitate employer engagement in work-based learning initiatives for Project CASE participants.
- Work with employers on engaging Project CASE participants in internships, apprenticeships, or paid work experiences. Project CASE coordinated an Apprenticeship Summit in eastern Kentucky, bringing together educators, employers, and workforce representatives to promote inclusive opportunities for students and adults with disabilities.
- Document and monitor employer engagement activities to measure success. Using an information management system, Project CASE CPCs record their interactions with businesses on a monthly basis.
- Network with employers to establish and strengthen relationships and identify employment opportunities for Project CASE participants. CPCs and other Project CASE team members regularly attend meetings of the Coalition for Workforce Diversity, an alliance of companies and individuals working together to create employment opportunities for people with disabilities. In addition, CPCs and other team members attend local business and industry events, such as periodic meetings of advisory board committees, chambers of commerce, and IT community events.
- Actively support and invest in employer activities. Project CASE team members attend workforce partner meetings and serve as active members on business service teams and industry-specific career center advisory teams.

## A Sample of Project CASE Business Partnerships by Sector

### Information Technology

Louisville Gas & Electric  
Geek Squad  
Spectrum

### Manufacturing and Industrial Technology

American Metal Works  
Lastique  
Parker Hannifin

### Healthcare/Nursing and Allied Health

Highlands Regional Medical Center  
Masonic Homes  
Kentucky Organ Donor Affiliates

- Partner with employers to coordinate job fairs. The Project CASE team collaborates with community rehabilitation providers, advocacy groups, and state workforce partners to coordinate job fairs for individuals with disabilities.
- Use employer connections to help people with disabilities. Leveraging their relationships with employers that they developed through various employer engagement activities, Project CASE CPCs set up tours and/or interviews with employers for Project CASE participants.

### Tips

- Use data to educate employers about the skills and abilities of individuals with disabilities, highlighting education and credentials earned that meet employer needs.
- Implement a variety of innovative strategies to engage employers, rather than focusing on a single strategy.
- Leverage existing workforce system resources to identify employers in high-demand sectors.

### Resources

Job Accommodation Network: <https://askjan.org/>

Partnerships with regional and local workforce systems

Coalition for Workforce Diversity: <http://www.coalitionfwd.com/>



### Success Story: Zachary Conley

Project CASE employer engagement activities lead to great opportunities for participants with disabilities. With the help of Project CASE, Zachary Conley had a work-based learning experience at American Metal Works, an advanced manufacturing facility in Paintsville, Kentucky. During the semester-long work experience, Zachary began learning about the world of computer-aided manufacturing. The owners and staff members often praised him for being dependable, self-motivated, and a team player. Following his work experience, the company invited Zachary to join their team and hired him. Zachary is happy to finally operate a HAAS SL20 LATHE, to have a job he enjoys, and to have a career that will give him the opportunity to keep learning and advancing.

Disclaimer: The contents of this strategy guide were developed under a grant from the U.S. Department of Education (grant number H235N150009). However, the contents do not necessarily represent the policy of the Department of Education, and you should not assume endorsement by the federal government.

# CVS Retail Pharmacy Collaborative



### Minimum Entrance Requirements

Individuals wishing to enter the CVS Retail Pharmacy Collaborative training program must have a minimum 5th grade academic level in reading and a minimum 5th grade academic level in math.

Individuals wishing to enter the Pharmacy Technician portion of the CVS Retail Pharmacy Collaborative training program must have a minimum 8th grade academic level in reading and a minimum 6th grade academic level in math.

### Course Duration and Sequence

Students wishing to complete the Front Retail Store Associate portion of the program should plan to spend approximately 12 weeks or 360 hours in training.

Entrance into the Pharmacy Technician portion of the training program is dependent upon a student's success in the Front Retail Store Associate portion.

*Please note that, with the addition of ancillary services as well as individual pace, student completion timelines will vary.*

### Career Options

Upon completion of the training modules and onsite work experience, students will be ready to obtain entry-level employment at a CVS Health pharmacy store. Students will have the option of completing the following training tracks: Front Retail Store Associate or Pharmacy Technician.

- **Front Retail Store Associate:** Operates the cash register, provides basic and store-specific customer services, operates the telephone and intercom systems, stocks shelves, and maintains inventory.
- **Pharmacy Technician:** Receives written prescription or refill requests and verify that information is complete and accurate; fills bottles with prescribed medications, and type and affix labels; answers telephones, responding to questions or requests; maintains proper storage and security conditions for drugs; assists customers by answering simple questions, locating items, or referring them to the pharmacist for medication information; prices and files prescriptions that have been filled; and prices stock and marks items for sale.

*\* The pharmacy technician program will be implemented as a second phase. Students must complete the Front Retail Store Associate portion of the program before they will be considered for the Pharmacy Technician track.*

All students in the CVS Retail Pharmacy Collaborative training program will have the opportunity to obtain the "Through the Customer's Eyes" online customer service certification from NST as part of their CVS training program.

Upon completing the CVS Retail Pharmacy Collaborative training program, students may go on to work in not only CVS locations, but also in a multitude of related retailers.



# CVS Retail Pharmacy Collaborative



**The CVS Retail Pharmacy Collaborative training program is designed to provide career ready students with the appropriate skills and understanding to perform the essential operations of a CVS Pharmacy store.**

## Expectations & Requirements

**While on the job, you will be expected to display the following traits at all times:**

- Punctuality and dependability
- Attention to detail and accuracy
- Cooperation
- Ability to actively listen
- Capacity to communicate effectively
- Self-control

## LEARNING OBJECTIVES

- Operate the cash register to serve customers via transactions.
- Operate the telephone and store intercom systems.
- Read labels and maintain store inventory.
- Stock shelves with merchandise.
- Monitor and rotate items to ensure is up-to-date stock.
- Receive written prescription or refill requests and verify that information is complete and accurate.
- Fill bottles with prescribed medications, and type and affix labels.
- Answer telephones, responding to questions or requests.
- Maintain proper storage and security conditions for drugs.
- Assist customers by answering simple questions, locating items, or referring them to the pharmacist for medication information.
- Price and file prescriptions that have been filled.
- Price stock and mark items for sale.

**This training program will ensure the preparation and recruitment of ambitious individuals to CVS and other retail operations, as well as improve the skill levels of potential CVS Health employees.**

# The Financial Impact of the Kentucky Office of Vocational Rehabilitation

Federal Fiscal Year 2018

## Positive Employment Outcomes

3,025 individuals with disabilities obtained or maintained employment after receiving services from the Kentucky Office of Vocational Rehabilitation in federal fiscal year 2018.

## Facts about these individuals

- As a group, the 3,025 individuals increased their tax payments by an estimated \$14.20 million.
- Federal Income tax payments increased by  $\approx$  \$6.02 million
- State Income tax payment increased by  $\approx$  \$2.28 million
- Social Security tax payments increased by  $\approx$  \$5.90 million

## Personal Income and Insurance Benefits

- When they applied for OVR services, 1,078 (36%) reported that their primary source of support was their personal income with the rest depending upon family or government benefits. At closure, 2,506 (88%) listed personal income as their primary source of support. This is an increase of 1,428 people supported by their own income.
- The average income increased by 114%. Their average weekly earnings were \$220.26 at application. After employment when their case was closed, they averaged \$470.43 in earnings per week. This represents an average increase of \$250.17 in weekly income, or \$13,008.84 per year.
- At case closure, 1,507 consumers (50%) were receiving private health insurance benefits

## Working with Others

In federal fiscal year 2018, the Office of Vocational Rehabilitation purchased \$24,024,623.29 of services for its consumers. These expenditures went to 28,051 individuals, business and organizations in communities all over the state.





# Office of Vocational Rehabilitation

Cora McNabb, Executive Director

Becky Cabe, Deputy Executive Director

Holly Hendricks, Field Services Division Director

August 22, 2019

 **Kentucky  
Career Center**



# Philosophy, Mission and Values

## Philosophy

- We recognize and respect the contribution of all individuals as a necessary and vital part of a productive society.

## Mission

- To assist Kentuckians with disabilities to achieve suitable employment and independence.

## Values

- We value the rights, merit and dignity of all persons with disabilities and the opportunity to pursue employment as an important aspect of a full and meaningful life.
- We value all staff, their individual talents, unique abilities and contributions to the agency's mission.
- We value collaborative efforts and partnerships which support the agency's mission.



# Vocational Rehabilitation in Kentucky

17.2% is the overall percentage of people with disabilities in Kentucky.

28.7% employment rate for individuals with disabilities.

38.9% range which is known as the difference between the largest and smallest values.

75.1% employment rate for people without disabilities

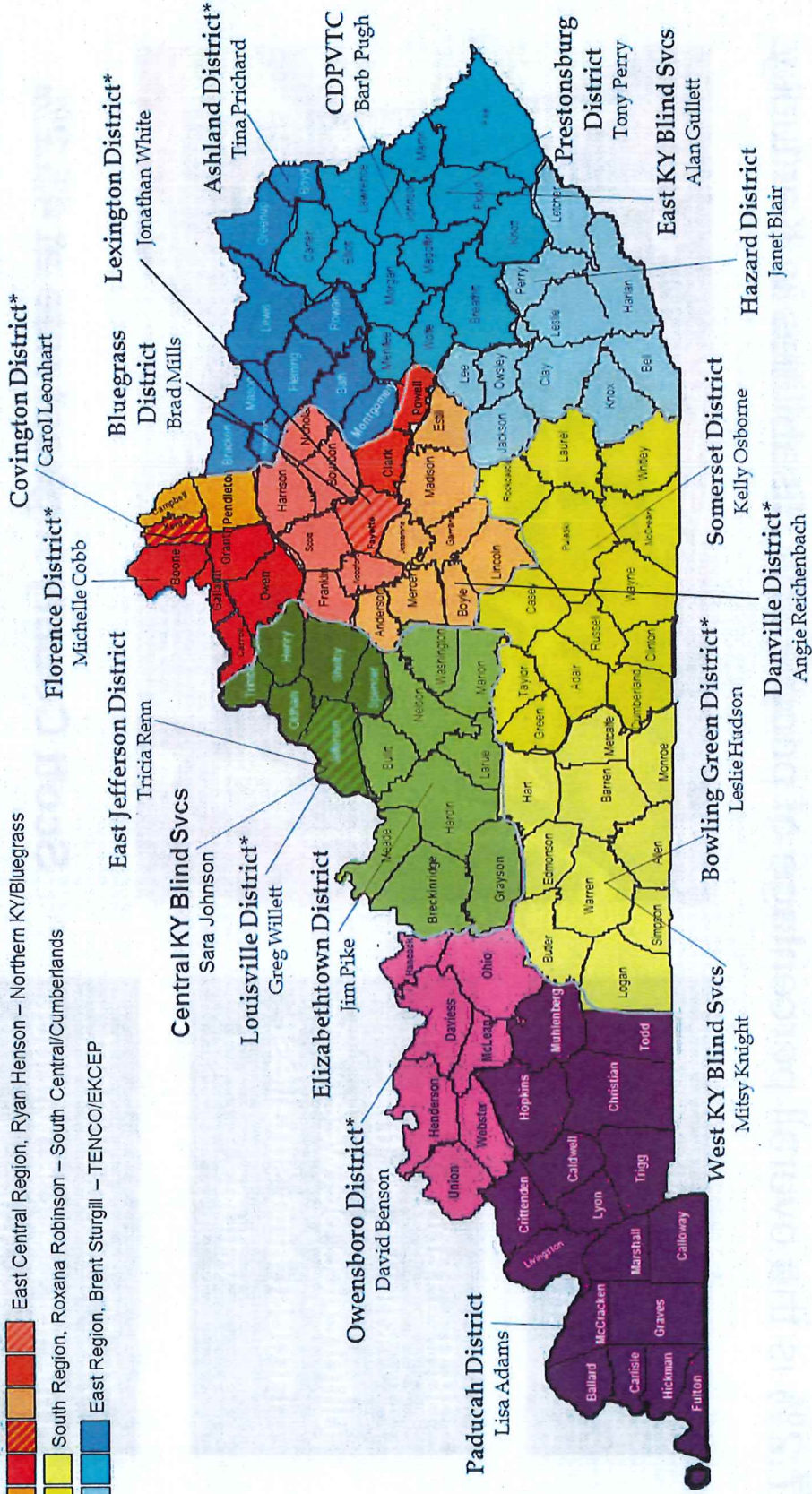


Scott County highest rate at 45.2%  
Owsley county the lowest rate at 6.3%

# OVR Statewide Map-Regional

## Regional Program Managers:

- West Region, Jason Cole – Green River/West KY
- West Central Region, Jenny Lampton - Kentuckiana Works/Lincoln Trail
- East Central Region, Ryan Henson – Northern KY/Bluegrass
- South Region, Roxana Robinson – South Central/Cumberland
- East Region, Brent Sturgill – TENCO/EKCEP



\* Denotes RCD position located within the District (Vacant RCD District Manager)



# Vocational Rehabilitation Funding

- 21.3% state funding
- 78.7% federal funding
  - For every 22 cents funded by the Commonwealth, 78 cents in federal funds are received
- \$13,571,171 General Funds
- \$50,158,027 Federal Funds



# Consumer Demographics



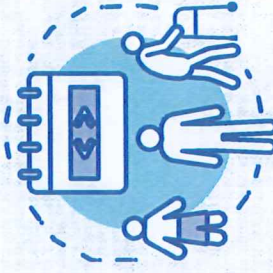
## Gender

Male 50.3%  
Female 49.6%



## Race

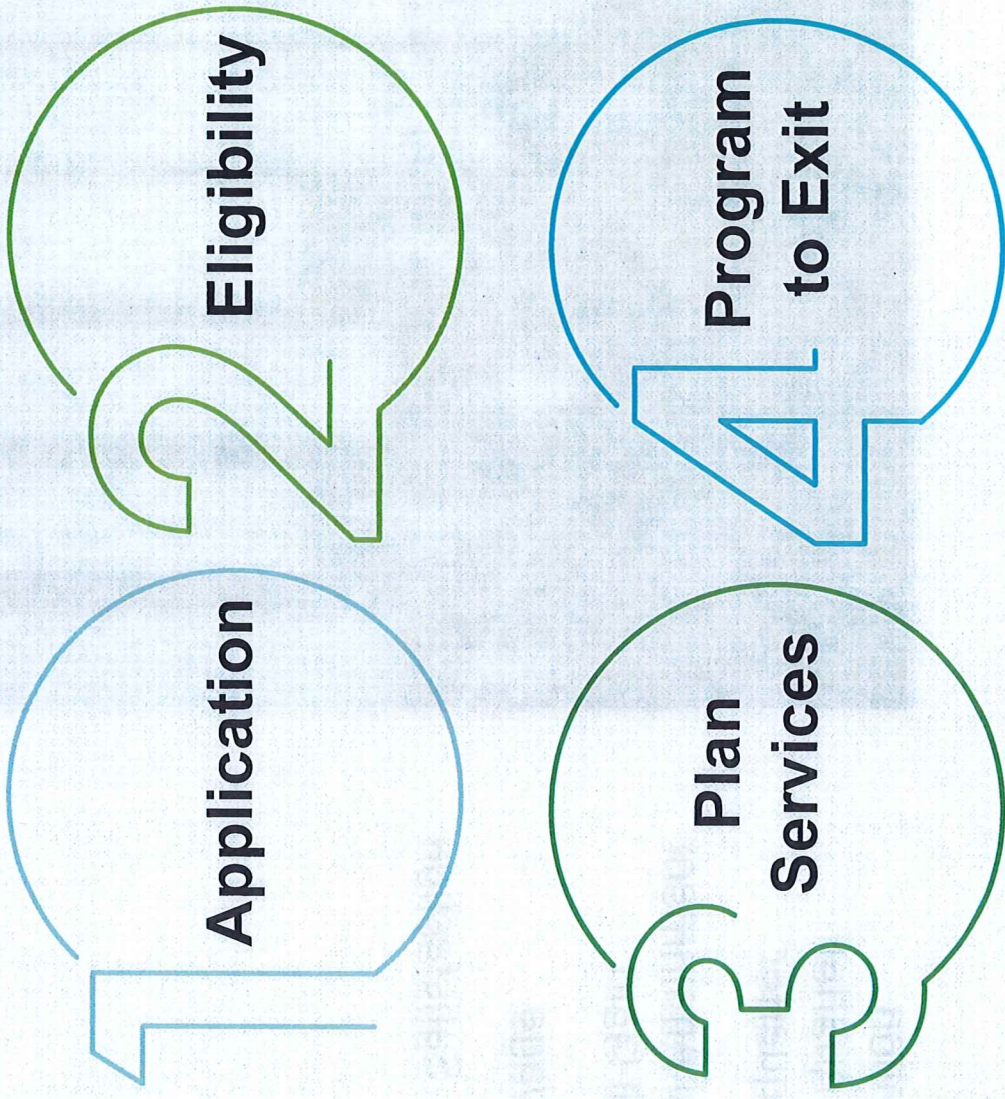
White 85.7%  
Black 12.7%  
All Others 1.6%



## Disability Type

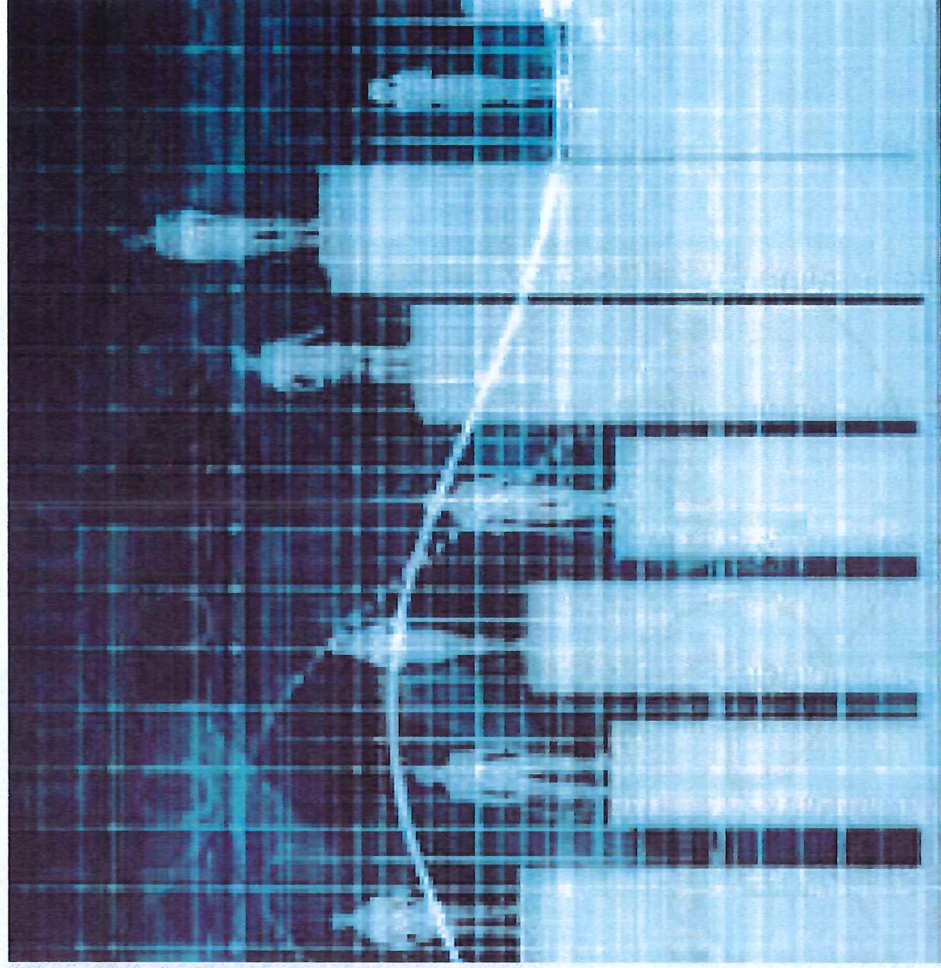
Sensory 21.5%  
Physical 19.7%  
Cognitive 25%  
Psychological/Mental 33.8%

# The Vocational Rehabilitation Process



# Performance Metrics

- Job Retention  
2<sup>nd</sup> quarter  
4<sup>th</sup> quarter
- Credential Attainment  
Skill Gain
- Median Wage
- Employer Satisfaction





# Workforce Innovation and Opportunity Act

- Requires VR to be a part of the workforce system
- Places emphasis on credential attainment, measurable skills gain and long-term employment
- Added the requirement that OVR spend 15% of federal funds on Pre-Employment Transition Services
- Developed partnerships with employers to increase work experiences available to consumers



# Vocational Rehabilitation Services for Employers

- Created in October 2018 to provide services to employers
- One-on-one job placement services for OVR consumers
- Provides job-readiness services including resume development, self-advocacy, soft skills, job search training, interviewing skills, etc.



# Training and Employment

- Calendar year 2019 through July 31st.
  - 38,355 Individuals served
  - 14,411 Students received Pre-Employment Transition Services
  - 4,643 Individuals in training programs
  - 2,226 Individuals ready for employment
  - 2,026 Employment Outcomes
    - Average hourly wage \$14.71
    - Average hours worked 32/week
- Community Rehabilitation Programs to provide work readiness training and job placement services



# Project CASE

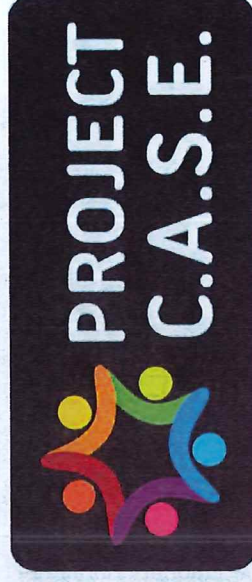
Career Pathways for Individuals with Disabilities Grant (CPID)  
Rehabilitation Services Administration Federal 5 Year Demonstration Grant

Increase training and employment for Vocational Rehabilitation consumers in Advanced Manufacturing, Healthcare and Information Technology sectors.

- In-Demand Jobs
- Stackable Credentials and Opportunities for Advancement
- Family-Sustaining Wages

Six Career Pathway Coordinators help to increase capacity by collaborating with employers to create work experiences

Available 23 Counties of Eastern Kentucky and 7 Counties of Metro Louisville



# Project CASE

## Outcomes

2017 – 2019 YTD

- 516 Enrolled in Post-Secondary Training
- 262 Earned Industry Recognized Credentials
- 134 Successfully Employed
- \$665 average weekly earnings

## Engaged Employers

Geek Squad  
Metal Works USA  
Masonic Homes  
Appalachian Regional Health Hospitals  
MemStim  
Brady Corporation  
Kentucky Organ Donation Association  
Norton's Hospital  
UPS  
Fed Ex  
Parallon  
Yellow Ambulance  
Episcopal Church Home

New Flyer  
Louisville Gas & Electric  
Louisville Water Company  
Menifee County Library  
Breathitt County 911  
USA Drone Port  
Colorworld  
Lantech  
American Printing House  
Siemens  
Hyatt  
Hurley Electrical

# Project CASE

## Educational Partners

- STEM Events for 100s of High School Students with Disabilities
- Hazard, Jefferson, Big Sandy and Southeast Community and Technical Colleges

## Employer Partners

- Job Placement
- Job Tours
- Work Experiences
- Reverse Job Fairs
- Employability Skills Training

## Workforce Partners

- KentuckianaWorks Workforce Area
- Eastern KY Concentrated Employment Program Workforce Area
- Code Louisville, KY Manufacturing Career Center
- Goodwill Industries
- Job Corps
- Community Rehabilitation Providers
- LADDERS Financial Empowerment
- Youth Career Centers, Business Service Teams
- Kentucky Healthcare Collaborative
- Kentucky Skills U Adult Education



# RETAIN Kentucky

- 1 of 8 federally funded state pilot demonstration projects to implement and evaluate early intervention strategies
- Designed to help injured or ill employees remain in or return to their jobs.
- U.S. Department of Labor funding totaling \$2,500,000 for Phase 1
- Each year millions of American workers leave the workforce after an injury or illness and receive state or federal disability benefits.
- The impacts on individuals, their families, employers, and all levels of government can be significant and long lasting.

# RETAIN Grant Overview

**Purpose:** Assist workers to stay at work and/or return to work in the event of injury or illness through the use of early intervention of services

**Target population:** Workers who experience a musculoskeletal injury or illness off the job targeting health care positions. These workers must not have pending applications for, or be receiving federal disability benefits.

**Geographical Area:** Kentuckian Works Regional Workforce Development area, which includes the Louisville Metro area and Bullitt, Henry, Oldham, Shelby and Trimble counties.

**Project Overview:** Beginning October 2018, OVR is partnering with various agencies to provide data collection and refer potential participants. Return to Work Coordinators are incorporating early intervention strategies, peer support, as well as training health care and employers to assist individual workers referred by physicians for this program. The pilot was implemented on June 1, 2019

**Time Frame:** Phase 1 of the pilot will run from June 1, 2019 thru May 30, 2020.

**Future Plans:** Kentucky is eligible to apply for Phase 2 competitive funding with a potential of an additional \$19,000,000 to replicate and establish this model in other parts of the state.



# Questions & Comments?

**Cora McNabb, Executive Director**

502-782-3402

[Cora.McNabb@ky.gov](mailto:Cora.McNabb@ky.gov)

**Becky Cabe, Deputy Executive Director**

502-782-3415

[Becky.Cabe@ky.gov](mailto:Becky.Cabe@ky.gov)

**Holly Hendricks, Field Services Division Director**

502-782-3424

[HollyB.Hendricks@ky.gov](mailto:HollyB.Hendricks@ky.gov)

