



NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**

Inclusion Works: CIE Incentive Program Webinar

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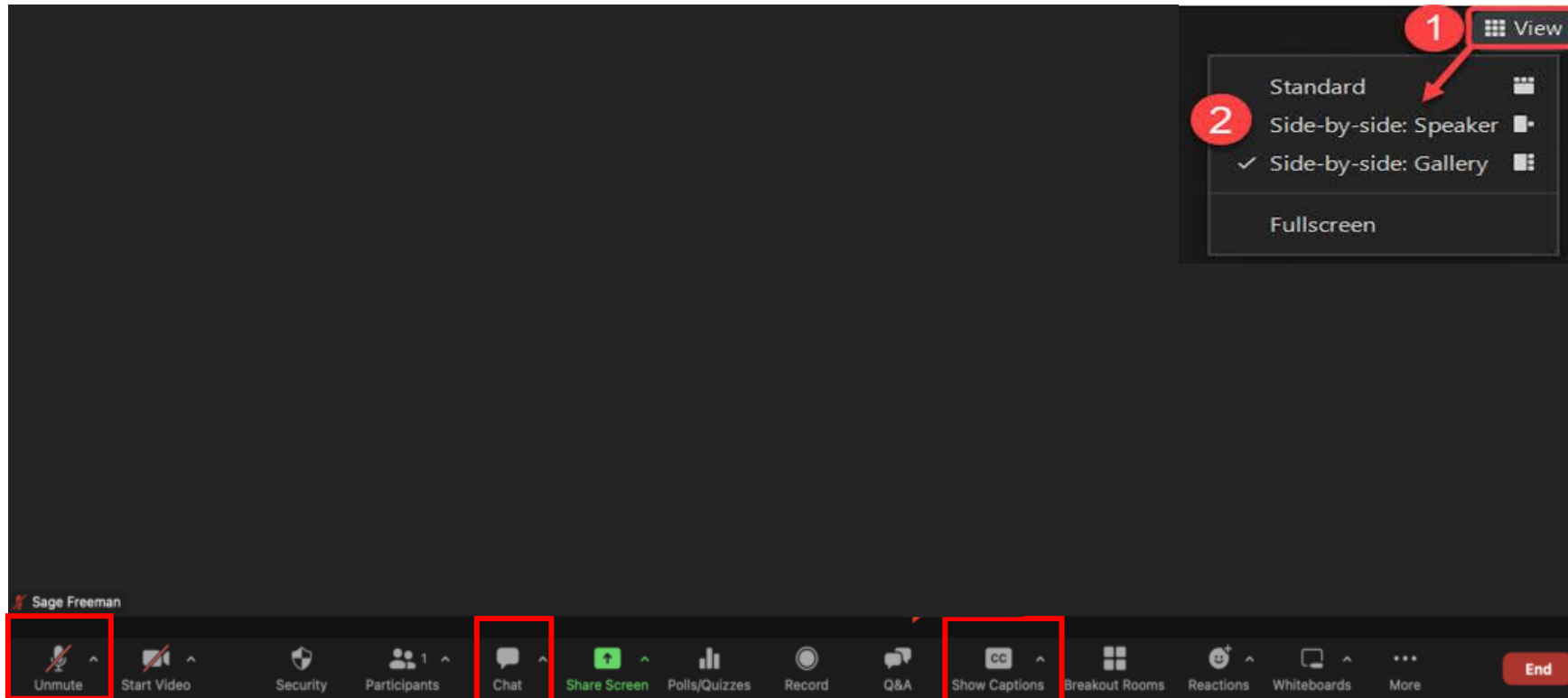
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August 13, 2024



Housekeeping



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Agenda

1. Introductions
2. Inclusion Works Overview
3. Data Collection Update
4. CIE Incentive Program
5. Employment Assessments
6. Q&A



Glossary of Terms

Terms Used Within Presentation:

1. I/DD – Intellectual/Developmental Disability
2. CIE – Competitive Integrated Employment
3. Provider – provides you with services directly
4. Informed Choice
5. Tailored Plans (formerly LME/MCOs)
6. NC Medicaid
7. EIPD – Division of Employment and Independence for People with Disabilities
8. TCM – Tailored Care Manager
9. ADVP (Adult Vocational Developmental Program)
10. ILOS (In Lieu of Services)
11. LTCS (Long-Term Community Support)
12. VR – Vocational Rehabilitation (under EIPD)
13. SE services – Supported Employment Services



Inclusion Works Overview

NCDHHS' **Inclusion Works** collaborates with stakeholders to promote CIE for individuals with Intellectual and/or Developmental Disabilities (I/DD)



In December of 2023, Inclusion Works launched a partnership with Work Together NC, WISE, and Triangle Disability to expand and enhance services to support individuals with I/DD obtain and sustain CIE

WTNC's goal is to help individuals with I/DD transition to adulthood and increase access to meaningful work, community engagement, and continued education.

WISE is dedicated to expanding and sustaining employment opportunities for people with intellectual and developmental disabilities.

Triangle Disability and Autism Services, supports individuals with I/DD and autism in the achievement of their personal goals and dreams in our community through partnership and advocacy.

INCLUSION WORKS



Work Together NC

Possibility to Opportunity



Inclusion Works is committed to expanding access to supports and resources to find and maintain jobs in the community if that is their choice

Work Together NC and WISE will be collaborating with NCDHHS to implement new practices across the state. These are the major areas the initiative will be focusing on over the next few years:



Strategic Planning and Stakeholder Engagement

- Form a stakeholder advisory committee
- Perform a comprehensive landscape assessment
- Develop a new Strategic Plan for CIE

Employment Assessments and Career Development Plans

- Refine current tools and processes
- Provide EA and CDPs for all individuals employed in non-CIE settings
- Train provider staff and care managers

Provider Innovation Initiative

- Develop trainings for Provider Innovation, Customized Employment, and Self Employment
- Create a Learning Collaborative

Data Collection and Reporting

- Collect data to understand the current employment landscape in NC
- Publish reports to track the progress of the initiative

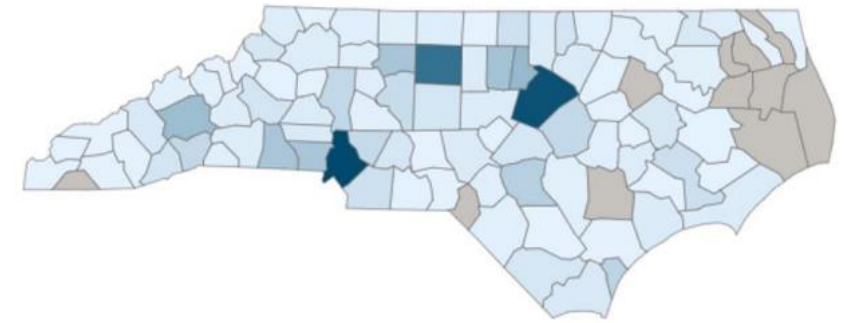
Data Collection Update

Data Collection Update

NCDHHS collects several data points to track progress towards our program goals

Key Data Metrics Include:

- Counts of individuals with I/DD receiving ADVP/ILOS Services
- Counts of individuals with I/DD working in CIE settings
 - Supported Employment (SE) service records
 - VR (Vocational Rehabilitation) Case records
- Counts of individuals with I/DD working in non-CIE settings
 - Reasons for declining to pursue CIE
 - Services that make up meaningful week
- Member demographics and location information



This data allows NCDHHS to...

- Accurately capture current array of employment services
- Inform the new Strategic Plan for CIE
- Highlight the progress and accomplishments of our employment community partners

CIE Data Collection Tool captures data on individuals currently receiving ADVP/ILOS services (**YP620** or **T2016** service options) from Providers

There are 5 Mandatory Questions we ask for each individual:

Question	Response Options
1. Is this individual actively engaged in ADVP/ILOS services?	<ul style="list-style-type: none">• Yes• No – Inactive• No – Discontinued
2. Is the individual currently employed in ADVP setting?	<ul style="list-style-type: none">• Yes• No – only receiving day services• No – not receiving any ADVP/ILOS services
3. Is the individual engaged in CIE?	<ul style="list-style-type: none">• Yes• No
4. Did the individual make an informed choice to pursue CIE?	<ul style="list-style-type: none">• Chose to Pursue• Chose NOT to Pursue• Undecided
5. Reasons for Declining CIE	<ul style="list-style-type: none">• Multiple options

Is the individual currently employed in **ADVP** setting?



Is the individual employed in a **non-CIE** setting?

We are updating language in the tool to provide clearer phrasing for this question (Col Z)

Criteria for **Competitive Integrated Employment**

1. Compensated at or above minimum wage
2. Paid comparable wages to employees without disabilities performing similar duties and with similar training and experience
3. Receiving the same level of benefits provided to employees without disabilities in similar positions
4. At a location where employees with disabilities interact with individuals without disabilities
5. Presented opportunities for advancement similar to other employees without disabilities in similar positions

Any employment that does not meet all 5 criteria is considered **non-CIE**

The individual...		Col Z	Col AA
		Is individual employed in non-CIE setting?	Is individual employed in CIE setting?
0 jobs	Is not employed anywhere (not getting paid for any work)	NO	NO
1 job	Has a job in CIE	NO	YES
	Has a job in non-CIE	YES	NO
2+ jobs	Has a job in CIE and a separate job in non-CIE	YES	YES

Example Scenarios for Data Collection Tool

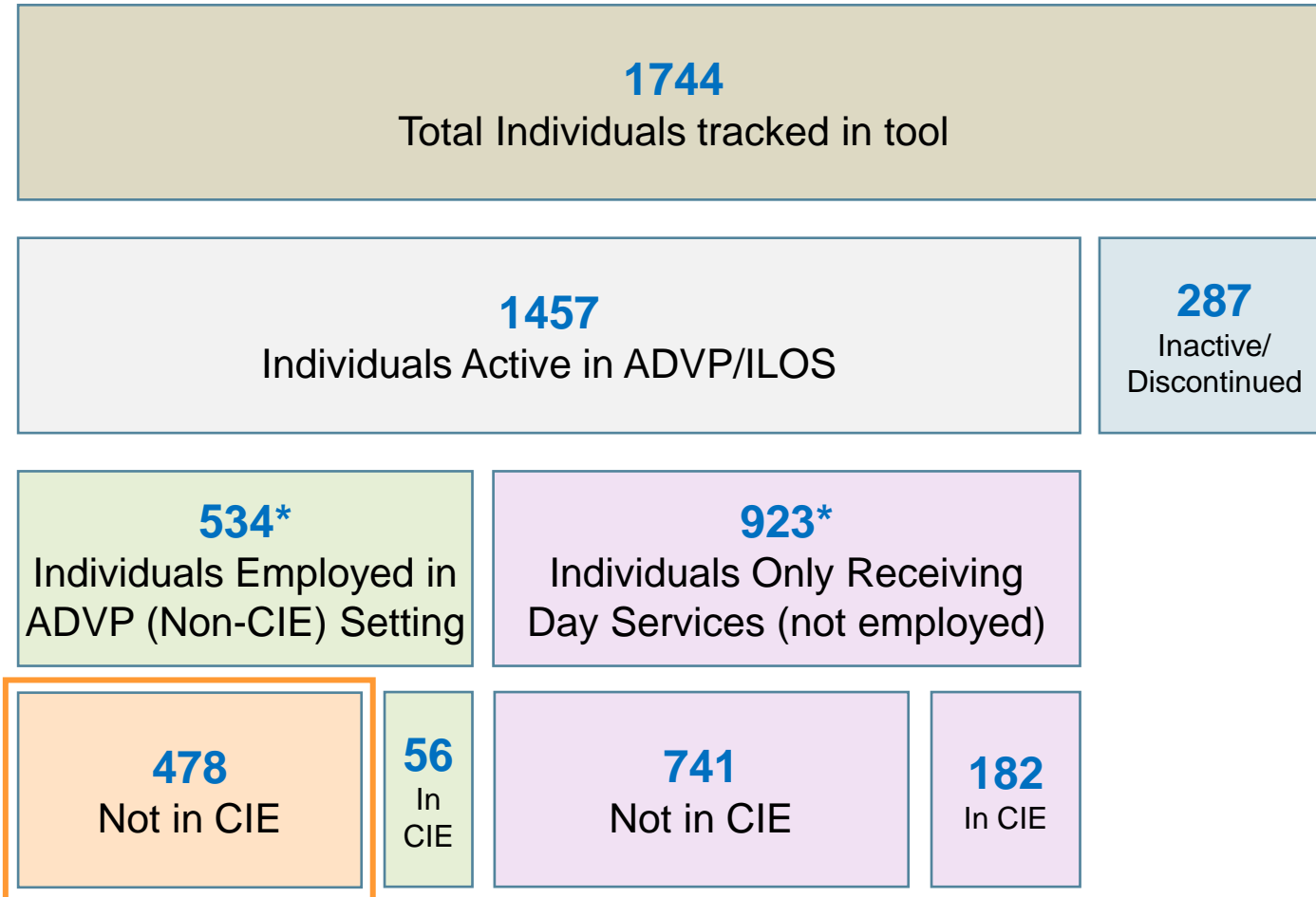
- 1. Individual comes to receive ADVP/LTCS services at Provider and works 5 hours per week at McDonald's**
 - Is individual employed in non-CIE setting: **No – only receiving day services**
 - Is individual employed in CIE setting: **Yes**
- 2. Individual works at Provider shop making minimum wage, but not in integrated setting**
 - Is individual employed in non-CIE setting: **Yes**
 - Is individual employed in CIE setting: **No**
- 3. Individual receives LTCS from Provider, works in 14c job at different location***
 - Is individual employed in non-CIE setting: **Yes**
 - Is individual employed in CIE setting: **No**
- 4. Individual works at Provider location and position meets criteria for CIE**
 - Is individual employed in non-CIE setting: **No – only receiving day services**
 - Is individual employed in CIE setting: **Yes**
- 5. Individual works multiple jobs, one job in community setting, one job in non-integrated setting with Provider**
 - Is individual employed in non-CIE setting: **Yes**
 - Is individual employed in CIE setting: **Yes**

** Please note in the comments of the Data Collection Tool where any ADVP/ILOS services or employment are delivered at a different location (subcontracting)*

CIE Data Summary

October 2023 Amendment to MOA: Five percent of the number of individuals with I/DD, but no less than 50 individuals with I/DD, **employed only in non-CIE settings** will be employed in CIE. Not more than one-half of these individuals will be from the three pilot sites in Project SPARK – 12 months after CIE Consultant Start Date

Data Snapshot as of 5/31/2024 from Data Collection Tool:



Eligible Population: *Individuals who have been Employed only in Non-CIE Setting at any point since November 30, 2023 (527* Individuals)*

These individuals are also required to complete an Employment Assessment and Career Development Plan following a new Informed Choice process lead by Work Together NC

**Numbers will change pending ongoing ADVP status clarification with non-CIE providers*

CIE Incentive Program

Inclusion Works is implementing a CIE Incentive Plan for providers to support eligible members employed only in non-CIE settings to begin and sustain a job in CIE



Provider Payment Details

- Providers **engage with eligible members** (member ids will be shared) who are interested in pursuing CIE
- **Providers collect information** from eligible members of their population who start work in a CIE setting and submit to its Tailored Plan
- Tailored Plans and the State will **verify the member** meets the incentive criteria and **distribute payments** to providers
- The payment is to be distributed to the Provider who provides employment/vocational services and supports individuals in finding a job in CIE



Eligibility Requirements

- **Achieve CIE and sustain employment for 180 days** to receive full incentive amount
- Worked in a non-CIE setting from **December 2023 – current day**
- Hired in CIE setting between **July 1, 2024 – June 30, 2025**
- If member started job in CIE between **December 1, 2023 – June 30, 2024**, they will be eligible for second milestone payment after 180 days
- Not from a **SPARK** provider location
- **No hourly requirement** for CIE employment
- **No requirement to leave non-CIE** employment



Tracking and Reporting

- A form will be **filled out by providers** for each incentive payment submission including the following information:
 - Member Name, Date of Birth
 - Date Hired, Employer Name, Hourly Wage, Number of Weekly Hours in CIE Employment
 - Proof of Employment (W-2, paystub, offer letter, bank statement) at start of CIE Employment and at 180-day check
- Providers will submit the information to Tailored plans on a **rolling basis via email**





Inclusion Works: Member Information Form for CIE Incentive Payment

Inclusion Works is committed to helping individuals with [Intellectual and Developmental Disabilities \(I/DD\)](#) in North Carolina access support and resources to find and maintain jobs in the community, if that is their choice. A target goal for this initiative is to have 50 individuals currently employed only in an Adult Vocational Developmental Program (ADVP) setting, to begin a job in a [Competitive Integrated Employment](#) (CIE) setting.

To reach these targets, the Provider Incentive Plan was developed. It includes a \$2,500 payment for each eligible member who starts a job in CIE and an additional \$2,500 payment for sustaining employment for 180 calendar days.

Directions: To be eligible for the incentive award payment this form must be fully completed with each eligible member's information and submitted via email to your corresponding [Local Management Entity/Managed Care Organization \(LME/MCO\)](#). Please refer to the eligible member list shared with you if you have questions about who is eligible for the incentive payment, or contact your LME/MCO.

Provider Name: _____

Member Name (First, Last): _____

CNDSID: _____ Date of Birth: ____ / ____ / ____

Name of Competitive Integrated Employment (CIE) Employer ([CIE definition for reference](#)):

Date Started at CIE Employer: ____ / ____ / ____ Hourly wage: _____

Number of Weekly Hours in CIE Employment (0-40 hours) : _____

Confirm Proof of CIE Employment (recent pay stub or letter from CIE employer with date of hire and hourly wage) submission
 I will submit the member's proof of CIE Employment with this form submission

Confirm 180 days of CIE employment
 I will submit the member's new proof of CIE employment after 180 calendar days of sustained CIE employment

Proof of Employment Form

- Form to be filled out by Providers and submitted to Tailored Plans for collection
- Along with Form, Providers must submit Proof of Employment (paystub, Employment Verification Letter)
- Tailored Plans will collect Forms and supporting documentation.
- Information will be submitted to NCDHHS on quarterly basis

Provider CIE Incentive Payment Process Map

An end-to-end process map that details the steps needed to implement the Provider Incentive Plan

Initiation	Provider Submission	Tailored Plans Submission	NCDHHS Review	Incentive Distribution
Actions for NCDHHS to setup incentive payments	Quarterly Reporting actions for Providers	Quarterly Reporting actions for Tailored Plans	Quarterly Reporting actions for NCDHHS after submission	Actions to share incentive payments
Distribute Provider Incentive Plan allocation letters to Tailored Plans	Engage and track eligible members for CIE start (list provided)	Review data submission from providers and verify member meets incentive criteria	Review Tailored Plan submissions, member verification	NCDHHS distributes incentive payment quarterly amounts to Tailored Plans
Set up SharePoint folder with Tailored Plans including Quarterly Tracking document	Collect CIE verification information (through form) from eligible members who achieve CIE	Complete quarterly tracking report for each eligible member submission	Review reporting fields with incentive payment amounts for distributions	Tailored Plans distributes payment to providers within four weeks of payment received
Perform stakeholder outreach and establish points of contact to disseminate information	Send member forms and proof of employment to Tailored Plans via email	Upload all member documentation to SharePoint folder	Circulate Quarterly Report back to Tailored Plans	Tailored Plans fills out reporting field "Provider Payment Date"
Provide list of eligible member IDs and CIE form with Tailored Plans and Providers	Submit proof of employment when member starts CIE and after sustaining 180 days in CIE	Send email to NCDHHS contact that quarterly submission is complete	Gather feedback on progress	Tailored Plans reaches out to providers for next cycle of Quarterly Reporting

*** The boxes shaded in blue are actions that involve or need to be completed by providers to receive an incentive payment

Partnering with providers is key to achieving success for the CIE Incentive Program and the greater objectives of Inclusion Works

Communication Channels:

- Monthly provider stakeholder meeting (next one on 8/27)
- Ad-hoc meetings with providers
- Partner organizations (MARC, NCARF, APSE)
- Tailored Plans and care managers



Interactive Communication

Educate providers on Inclusion Works strategic objectives, MOA requirements, and CIE incentive plan

Hold webinar with live Q&A by leveraging partner organizations



Detailed Process

Share detailed written processes for providers on the CIE incentive plan

Send emails to provider contacts with incentive information and resources



Community Resources

Create accessible resources for providers to share with members about Inclusion Works and CIE

Develop informational flyers, Lunch and Learns, Community Updates, guides, website updates, etc.



Continuous Engagement

Provide regular updates and keep providers informed and connected while tracking progress and responding to problems

Hold ad-hoc meetings with providers and Tailored Plans



Monitor and Refine

Gather feedback from stakeholders to refine processes, communications, and strategic planning

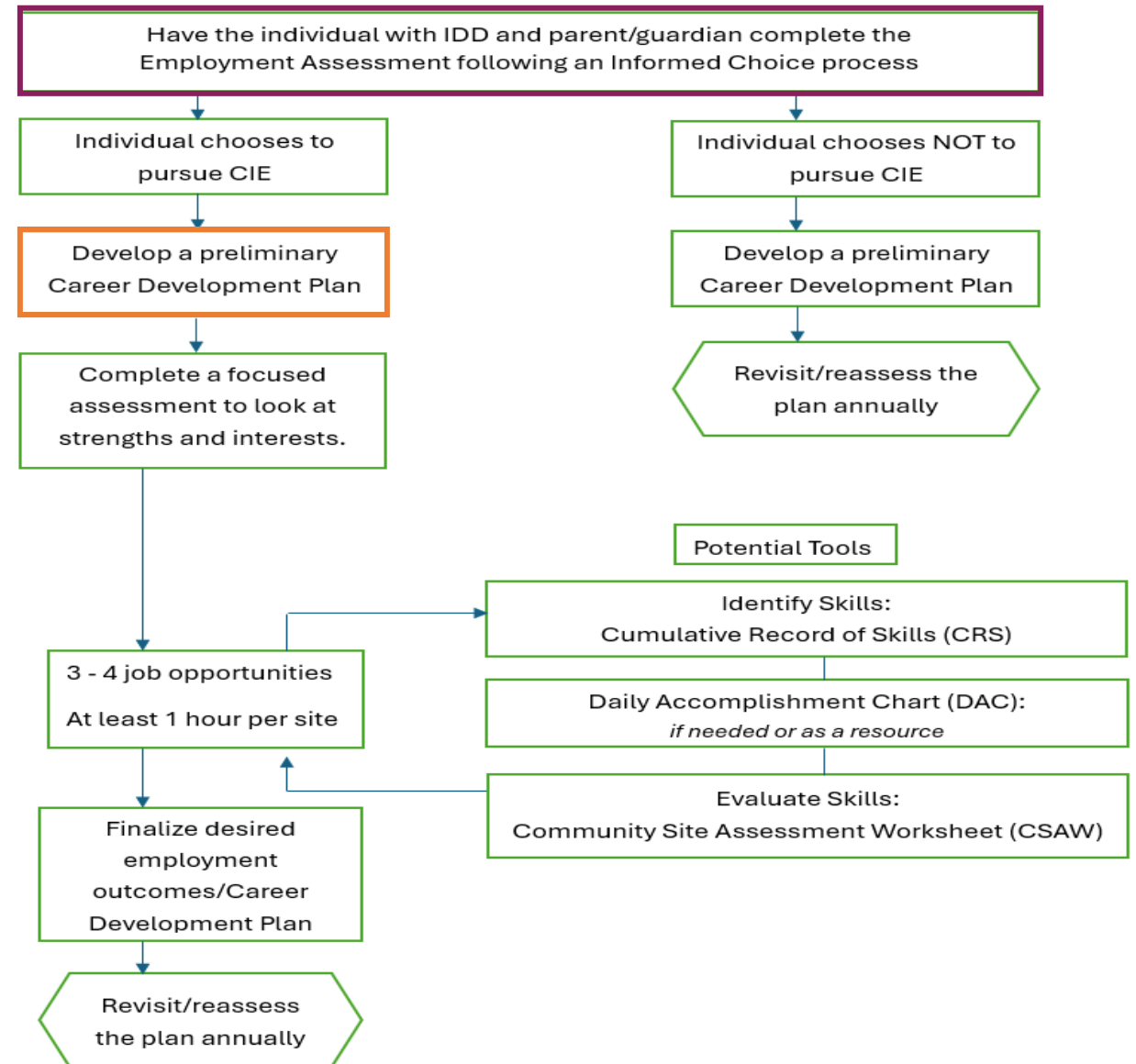
Analyze feedback to refine processes, define other strategic priorities, and improve engagement

Activities Include:

Employment Assessments

Inclusion Works Assessment Process: From Interest to Employment

- **Employment Assessment** is a questionnaire that gathers information about an individual's employment history or employment needs.
- **Career Development Plan** will lay out broad steps with a focus on:
 - Enrolling in services.
 - Making informed choices.
 - Exploration of Employment through hands-on experiences/exposure.
 - Identifying needs to make employment a reality.
- Whether in employment or not, Career plans should be:
 - Reviewed at least annually
 - Be an addendum to the overall goals and plan of the individual.
 - Have accountability for steps assigned, with timelines.



Based on 2022 TEACCH® Autism Program's Transition Process



What's coming next

Next Steps

Data Collection Update:

- Emails from our team with more information
- Updates to Tool question wording
- Tool to be distributed in September
- TA Call to be scheduled in early September

CIE Incentive Plan:

- Tailored Plans will distribute emails on behalf of the State with full program details and resources

Employment Assessments:

- Implementation will begin at select providers starting early September following an “I do, You do, We do” approach



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updates



Directions:

- 1) Open the camera app on your phone to scan the QR code
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Questions?