

North Carolina Treatment Outcomes & Program Performance System (NC-TOPPS) Resource Guide For MH/SA Supported Employment/Long Term Vocational Support (SE/LTVS)

Using NC-TOPPS to Support Clinical Outcomes for SE/LTVS

The North Carolina - Treatment Outcomes and Program Performance System (NC-TOPPS) is a web-based program the North Carolina Division of Mental Health, Developmental Disabilities and Substance Abuse Services (DMH/DD/SAS) uses to measure the quality of substance abuse and mental health services and their impact on consumers' lives. By capturing key information on a consumer's service needs and life situation during a current episode of care, NC-TOPPS aids in developing appropriate treatment plans and evaluating the impact of services on a consumer's life. The data generated through NC-TOPPS helps DMH/DD/SAS, LME-MCOs and provider agencies monitor and improve the quality of services.

Supported Employment/Long Term Vocational Support (SE/LTVS) providers will be able to use NC-TOPPS data to help support clinical outcomes of the service. SE/LTVS providers who have not enrolled with NC-TOPPS should refer to Communication Bulletin #143 regarding the NC-TOPPS requirement for MH/SA SE/LTVS providers. Providers are encouraged to visit the [NC-TOPPS web page](#) at for additional information. Questions about the use of NC-TOPPS use can be directed to individual LME/MCO NC-TOPPS staff, nctopps@ncsu.edu, or 919-515-1310.

Provider agencies may access the "Outcomes At a Glance 2.0" online dashboard system to view and print graphs showing select NC-TOPPS outcomes measures for particular age/disability groups for LME-MCOs and provider agencies. Providers may access additional NC-TOPPS outcome measures by requesting data if they are interested in receiving agency data for analysis.

An additional benefit for provider agencies and consumers is the NC-TOPPS Individual Report. This report can only be used by NC-TOPPS superusers and registered QPs.

- This report shows the progress of a particular consumer from the Initial Interview at the beginning of the consumer's episode of care and the two most recent Updates submitted.
- The Individual Report is a "report card" of how a consumer is doing during treatment and used as a tool during recovery team or child and family team meetings to drive the planning process.
- The Individual Report is designed to promote the consumer's participation in the treatment planning process by generating a conversation between the QP and consumer about personal goals and progress toward achieving those goals.
- The Individual Report should be printed and given to the consumer served or their guardian.

It is expected the consumer is present for an in-person Interview for NC-TOPPS. Copies of all submitted NC-TOPPS Interviews must be included in the consumer's service record and the consumer is expected to sign the copy of the submitted interview.

The following table includes NC-TOPPS interview questions that can support LME-MCOs and providers to measure and track trends related to SE/LTVS outcomes. The table is guidance

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regarding interview questions related to SE/LTVS. Additional interview items may be helpful in the monitoring of individual and aggregate service outcomes.

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NC-TOPPS Interview Questions That Support SE/LTVS Outcome Data

SE/LTVS	Interview Item	Assessment Type	Age
Employment status	<p>In the past 3 months, what best describes your employment status? (initial & Update) Currently, what best describes your employment status? (Episode Completion wording)</p> <p>Full-time work (working 35 hours or more a week) Part-time work (working-11-34 hours a week) Part-time work (working less than 10 hours a week) Unemployed (seeking work or on layoff from a job) Not in labor force (not seeking work)</p>	Initial	Adolescent & Adult
Industry/Job Classification (per DOT, USDOL)	<p>If employed, what best describes your job classification?</p> <p>Professional, Technical or Managerial Clerical or Sales Service Occupation Agricultural or related Occupation Processing Occupation Machine Trades Bench work Structural Work Miscellaneous Occupation</p>	Initial, Update & Episode Completion	Adolescent & Adult
Earning at least minimum wage	<p>What currently describes you rate of pay?</p> <p>Above minimum wage Minimum wage Lower than minimum wage</p>	Initial, Update & Episode Completion	Adolescent & Adult
Individual eligibility for employer benefits	<p>What kind of benefits and/or insurance do you have?</p> <p>Insurance Paid time off Meal/Retail discounts Other None</p>	Initial	Adolescent & Adult
Use of public benefits	<p>What kind of benefits and/or insurance do you have?</p> <p>None SSI SSDI Private insurance/health plan TRICARE/Military Coverage Health Choice Medicaid Medicare Unknown</p>	Initial	Adolescent & Adult
Increased independent living and community/social skills	<p>How well have you been doing in the following areas of your life in the past year? (Initial)</p> <p>In the past 3 months, how well have you been doing in the following areas of your life? (Update)</p> <p>Excellent, Good, Fair, Poor</p> <p>Emotional well-being Physical health Relationships with family or significant others Living/Housing situation</p>	Initial, Update & Episode Completion	Adolescent & Adult

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SE/LTVS	Interview Item	Assessment Type	Age
Increased community immersion	<p>In the past 3 months, how often did you participate in positive community/leisure activities? Never A few times More than a few times</p>	Initial, Update & Episode Completion	Adolescent & Adult
Increased access to natural supports	<p>How many active, stable relationship(s) with adult(s) who serve as positive role models do you have? (i.e., member of clergy, neighbor, family member, coach) None 1 or 2 3 or more</p> <p>How supportive do you think your family and/or friends will be of your treatment and recovery efforts? Not supportive Somewhat supportive Very supportive No family/friends</p>	Initial	Adolescent
Critical Elements of Supported Employment: #4 Addressing Barriers to Employment	<p>What help in any of the following areas is important to you? (Initial) Important, Not important</p> <p>Educational improvement Finding or keeping a job (Housing (basic shelter or rent subsidy) Transportation Child care Medical care Dental care Legal issues Volunteer opportunities None of the above</p> <p>Since the individual started services for this episode of treatment, which of the following areas has the individual received help? (Update & Episode Completion) Educational improvement Finding or keeping a job Housing Transportation Child care Medical care Dental care Screening/treatment referral for HIV/TB/HEP Legal issues Volunteer opportunities None of the above</p>	Initial, Update & Episode Completion	Adolescent & Adult
Critical Elements of Supported Employment: #4 Addressing Barriers to Employment	<p>In the past month, how would you describe your mental health symptoms? Extremely Severe Severe Moderate Mild Not present</p>	Initial, Update & Episode Completion	Adolescent & Adult

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SE/LTVS	Interview Item	Assessment Type	Age
Critical Elements of Supported Employment: #4 Addressing Barriers to Employment & #9 Job Accommodations and Assistive Technology	<p>In the past month, if you have a current prescription for psychotropic medications, how often have you taken this medication as prescribed?</p> <p>In the past month, if your child has a current prescription for psychotropic medications, how often have s/he taken this medication as prescribed? (Child wording)</p> No prescription All or most of the time Sometimes Rarely or never	Initial, Update & Episode Completion	Adolescent & Adult
Critical Elements of Supported Employment: #4 Addressing Barriers to Employment	<p>What help in any of the following areas is important to you?</p> Important, Not important	Educational improvement Finding or keeping a job Housing (basic shelter or rent subsidy) Transportation Child care Medical care Dental care Legal issues Volunteer opportunities None of the above	Initial, Update & Episode Completion Adolescent & Adult
Critical Elements of Supported Employment: #4 Addressing Barriers to Employment	<p>Since the individual started services for this episode of treatment, which of the following areas has the individual received help</p> Educational improvement Finding or keeping a job Housing Transportation Child care Medical care Dental care Screening/treatment referral for HIV/TB/HEP Legal issues Volunteer opportunities None of the above	Update & Episode Completion	Adolescent & Adult
Critical Elements of Supported Employment: #4 Addressing Barriers to Employment	<p>In the past 3 months, how often have your problems interfered with work, school, or other daily activities?</p> Never A few times More than a few times	Initial, Update & Episode Completion	Adolescent & Adult

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SE/LTVS	Interview Item	Assessment Type	Age
Critical Elements of Supported Employment: #4 Addressing Barriers to Employment	<p>Did you have difficulty entering treatment because of problems with... (Initial)</p> <p>Do you ever have difficulty in participating in treatment because of problems with... (Update & Episode Completion)</p> <p>No difficulties prevented you from entering treatment</p> <p>Active mental health symptoms</p> <p>Active substance abuse symptoms</p> <p>Physical health problems</p> <p>Family or guardian issues</p> <p>Treatment offered did not meet needs</p> <p>Engagement issues</p> <p>Cost or financial reasons</p> <p>Stigma Discrimination</p> <p>Treatment/Authorization access</p> <p>Deaf/Hard of hearing</p> <p>Language or communications issues</p> <p>Legal reasons</p> <p>Transportation/Distance to provider</p> <p>Scheduling issues</p> <p>Lack of stable housing</p> <p>Personal safety</p>	Initial, Update & Episode Completion	Adolescent & Adult
Positive SE-LTVS Outcomes	<p>How well have you been doing in the following areas of your life in the past year? (Initial)</p> <p>In the past 3 months, how well have you been doing in the following areas of your life? (Update & Episode Completion)</p> <p>Excellent, Good, Fair, Poor</p> <p>Emotional well-being</p> <p>Physical health</p> <p>Relationships with family or significant others</p> <p>Living/Housing situation</p>	Initial, Update & Episode Completion	Adolescent & Adult
Positive SE-LTVS Outcomes	<p>Was your first service in a time frame that met your needs?</p> <p>Yes</p> <p>No</p>	Initial, Update & Episode Completion	Adolescent & Adult

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Expected Clinical Outcomes for SE/LTVS (excerpt from service definition)

Collection and Use of Data- The SE/LTVS program collects and summarizes data on consumer outcomes, including the number of individuals who have obtained jobs, as well as hours worked, wages and benefits earned. The program uses outcome data to identify areas in which they need to improve their services, as well as areas where they are succeeding and need to to maintain their program strengths.

Employment in the general workforce is the first and preferred outcome in the provision of publicly-funded services for all citizens with disabilities, regardless of level of disability, in a job of their choosing with supports and accommodations provided as necessary to achieve and maintain employment.

SE/LTVS should result in long-term competitive employment and community integration that enables an individual to gain the greatest level of personal independence, and encompasses the promotion of the individual's social, physical, financial, and emotional well-being. Examples of positive outcomes may include:

- Working in a competitive, integrated, community-based employment setting;
- Earning at least minimum wage and the wages that others receive performing the same work;
- Decreased use of public benefits due to earning or increasing wages;
- Completion of identified goals in the individual's Person Centered Plan/Career Profile (career development, school, self-employment);
- Increased community immersion (engagement in civic clubs, volunteering);
- Increased independent living and community/social skills (employment, mobility, housing, retirement supports);
- Enhanced self-advocacy skills; and
- Increased access to natural supports.

To provide a standardized mechanism for SE/LTVS providers to track consumer outcomes, which can guide their performance initiatives, providers must regularly submit the following data through measures developed by DHHS. DHHS and the LME-MCO may use the data obtained from these measures to track trends that effect service satisfaction, accessibility and employment outcomes. This data then can be used to leverage changes in the provider network related to quality and availability of services. Required data may include:

- Access to employment services: volunteering, in school, still considering employment services, in transition (1) linking to services with DVRS or (2) linking SE/LTVS services with the LME/MCO;
- Employment status: full time 30+ hours, part time 15-30 hrs, 5-15 hrs, less than 5 hrs/week;
- Hourly pay rate;
- Wages earned in the past month (gross income);
- Hours worked in the past month;
- Entitlements received at entry and at 12 months of entry to SE/LTVS services (SSI, SSDI, Medicaid, Medicare);
- Individual eligibility for Health Coverage For Workers With Disabilities program;
- Individual eligibility for employer benefits (health insurance, dental insurance, PTO, sick pay, vacation pay, holiday pay, meal/retail discounts, 401K, traditional retirement, long-term, short-term disability, life insurance); and
- Industry/Job Classification (per DOT, USDOL).