



NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**

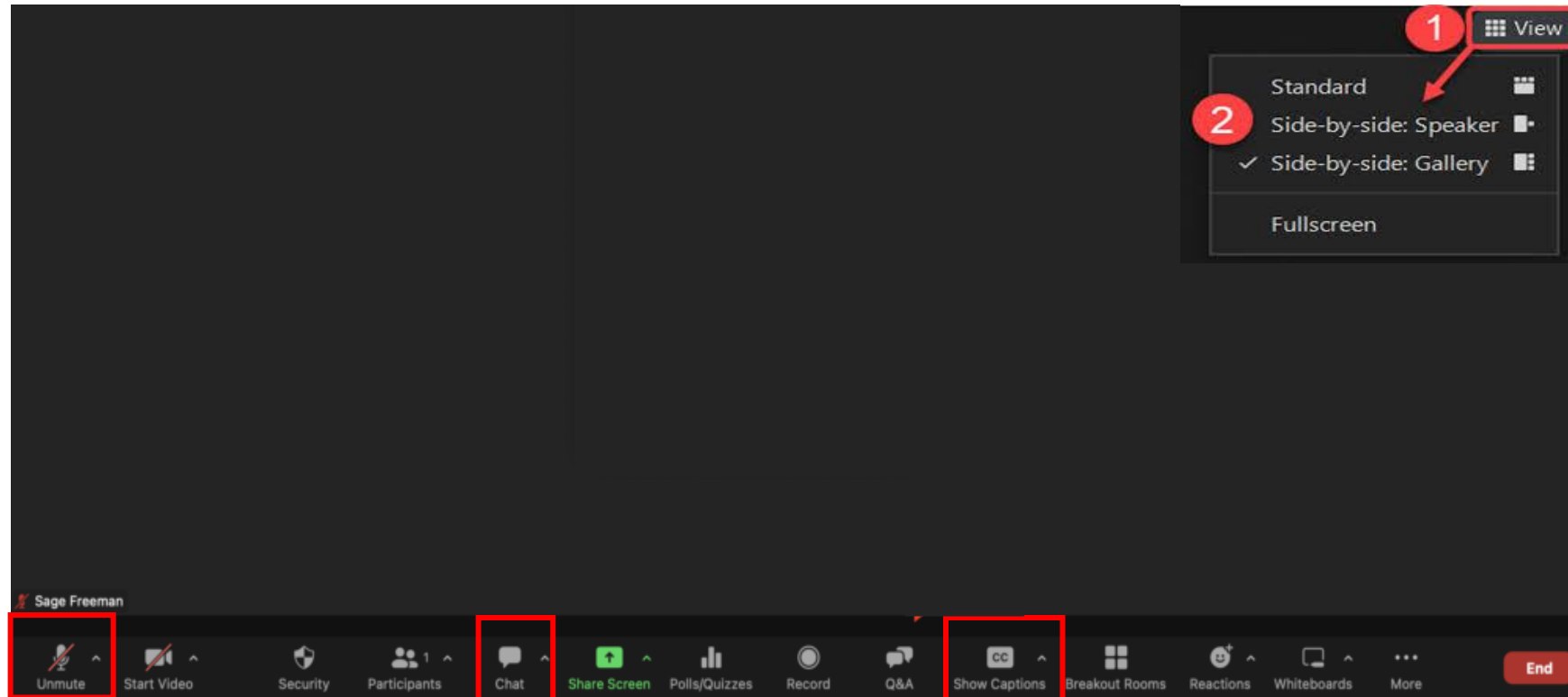
Inclusion Works Community Advisory Committee Meeting

We'll get started in a few minutes.
Please mute your microphone

January 21, 2025



Housekeeping



To adjust video layout:
1) Select the "View" feature located in the top-right hand corner of your screen and 2) select the option that best works for you

Mute your microphone for the duration of the call unless you are speaking or asking questions

Questions can be submitted during the presentation using the chat feature – please write your name and organization

Closed-Captioning options are available: Select "Closed/Show Captions"

Agenda

- **Welcome**
 - Introductions
- **Advisory Committee Purpose**
- **Inclusion Works Overview**
 - Program objectives
 - Key Activity Progress
- **What's Next for Inclusion Works**
 - New Strategic Plan for CIE
 - Provider Innovation Program
- **Q & A**



Welcome

Introductions



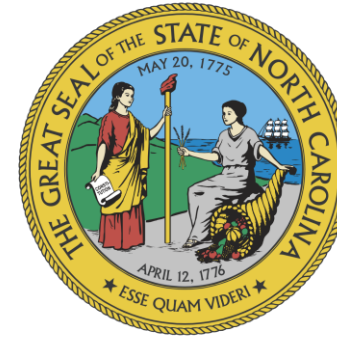
Claire Colligan, MS, LCMHC, LCAS, CCS
I/DD Employment Lead, I/DD, TBI, & Olmstead
DMHDDSUS



Ginger Yarbrough, MPA, NADD-DDS, CPHQ
Director – I/DD, TBI, & Olmstead
DMHDDSUS



Brianne Tomaszewski, Ph.D., MPH
Principal Investigator
Work Together NC & UNC TEACCH



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Work Together NC

Possibility to Opportunity

Advisory Committee Details

Purpose Statement:

To provide a forum for individuals with lived experience, family members, providers, and advocates to share their thoughts, perspectives, and opinions about the Inclusion Works Program. NCDHHS will share key updates about Inclusion Works and gather feedback on the implementation of program activities.

Guidelines for Dialogue:

- Ensure your First and Last name are visible in your Zoom name
- Leave video on if possible
- Keep Zoom audio on mute unless speaking
- For questions:
 - Type them in chat
 - Save for Q&A at the end
 - Raise Hand and wait until you are recognized by host

Advisory Committee Schedule

3rd Tuesday every 3 months (quarterly) at 11:00am

2025 Meetings:

January 21 th
April 15 th
July 15 th
October 21 st

Reminders:

- RSVP to Calendar Invitations
- Come prepared with questions and ideas about the Inclusion Works program
- Reach out to Claire.Colligan@dhhs.nc.gov if you know other individuals who would like to participate in Advisory Committee

If there is a specific topic you would like NCDHHS to cover during the Advisory Committee, please reach out to Claire Colligan (Claire.Colligan@dhhs.nc.gov) and we will add it to the agenda for April 15th Meeting

Inclusion Works Overview

INCLUSION WORKS

Founded in 2021, Inclusion Works is a **collaboration** between the Division of Mental Health, Developmental Disabilities, and Substance Use Services (DMHDDSUS), the Division of Health Benefits (DHB), and the Division of Employment and Independence for People with Disabilities (EIPD)

Our Mission: Inclusion Works is committed to expanding supported employment services and to improving and increasing Competitive Integrated Employment (CIE) for individuals with I/DD in North Carolina by:

- Ensuring that individuals with I/DD have more **choices and options**
- Supporting providers to update the **tools and processes** they use to help people with employment
- **Partnering with community services** (including ADVP/ILOS) to support individuals with I/DD and contribute to a meaningful week



In December of 2023, Inclusion Works launched a partnership with Work Together NC, WISE, and TEACCH 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.

TEACCH offers clinical services for individuals on the autism spectrum across the lifespan. It also provides a variety of training and consultation programs for professionals

INCLUSION WORKS



Work Together NC

Possibility to Opportunity

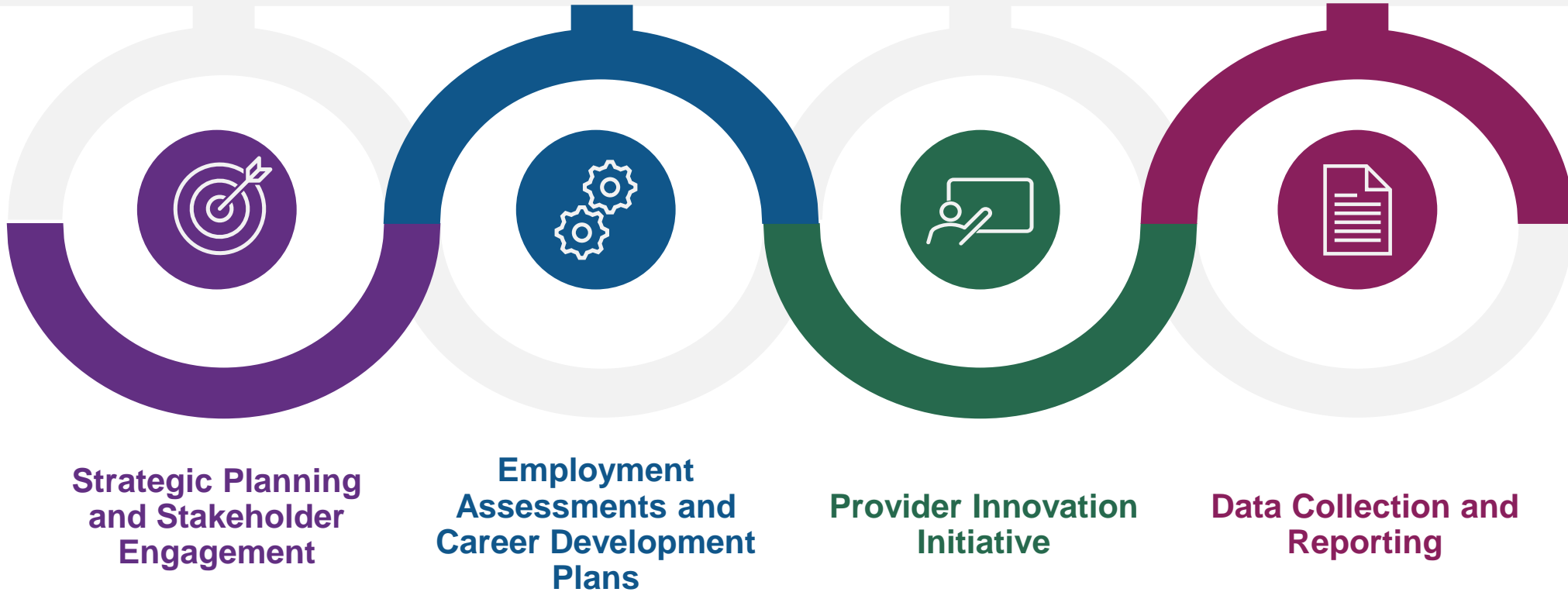


THE UNIVERSITY OF NORTH CAROLINA

TEACCH
Autism Program

Inclusion Works is supporting individuals with I/DD to find and maintain jobs in the community if that is their choice

NCDHHS, along with partner organizations Work Together NC and WISE, is focused on the following **four** areas of impact:



Progress Towards Key Objectives



Stakeholder Engagement

Inclusion Works values the input from community stakeholders. We are increasing our public communications to spread helpful information and resources about employment options for individuals with I/DD

Opportunities for Engagement:

- Lunch & Learn Webinars
- Conferences
 - NCAPSE – March 12-14
- Advisory Committee Meetings
- Stakeholder Meetings (Providers and Tailored Plans)

QR Codes on next slide to register for Lunch & Learns, Inclusion Works mailing list

Online Resources:

The screenshot shows the Inclusion Works website homepage. At the top, there is a navigation bar with the Inclusion Works logo and a menu. Below the navigation bar is a large hero section with a diverse group of people and a 'Learn More' button. The main content area includes a paragraph about the initiative and a grid of six navigation buttons: 'What is CIE?', 'Get Started with CIE', 'FAQs', 'Information for Care Providers', 'Strategic Plan for Inclusion Works', and 'News and Community Updates'. A large purple arrow points from the 'News and Community Updates' button to the list of resources on the right.

- Paths to CIE Guide
- FAQs about CIE
- Benefits Counseling Information
- News and Community Updates
- Webinar Recordings (and more!)

[Inclusion Works website](#)

Stay involved with Inclusion Works!

Register for our bi-monthly [Lunch and Learns](#) (Feb 19 Topic – Employment Models)



Visit the [Inclusion Works Website](#)



Join our [mailing list](#) and receive bi-monthly community updates



Directions:

- 1) Open the camera app on your phone to scan the QR code
- 2) Hold down the screen over the QR code you would like to access
- 3) Get transferred to web landing

LANDSCAPE ASSESSMENT AND GAP ANALYSIS

AT-A-GLANCE

INTERVIEWS WITH ADULTS WITH INTELLECTUAL AND DEVELOPMENTAL DISABILITY



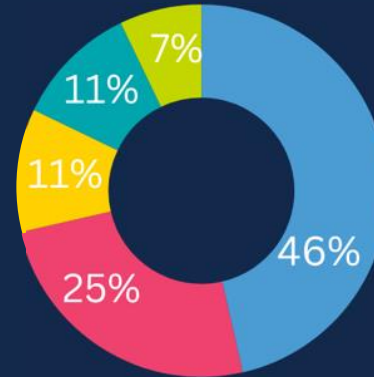
WORK MORE HOURS IN COMPETITIVE INTEGRATED EMPLOYMENT



WORK IN A VARIETY OF JOB FIELDS



EMPLOYERS NEED TRAINING



EMPLOYER NEEDS SURVEY

- Receive support, connections, and resources
- Get connected with inclusive employers
- Receive recognition
- Receive support current employees
- Talk through concerns about hiring

PROVIDER SURVEY

CURRENT GAPS IN SERVICES



FAMILY/CAREGIVER SURVEY



Employment opportunities are limited



Employment services are limited



Employers do not understand how to support individuals with I/DD in the workplace

LME/MCO SURVEY

Service Gaps

- Transportation Services
- Benefits Counselors
- Providers in Rural Areas
- Jobs in Rural Areas
- Provider Training
- Sub-minimum wages

ENVIRONMENTAL SCAN

Recommendations

- SITUATIONAL ASSESSMENTS
- CUSTOMIZED EMPLOYMENT
- LONG-TERM SUPPORT
- EMPLOYER TRAINING



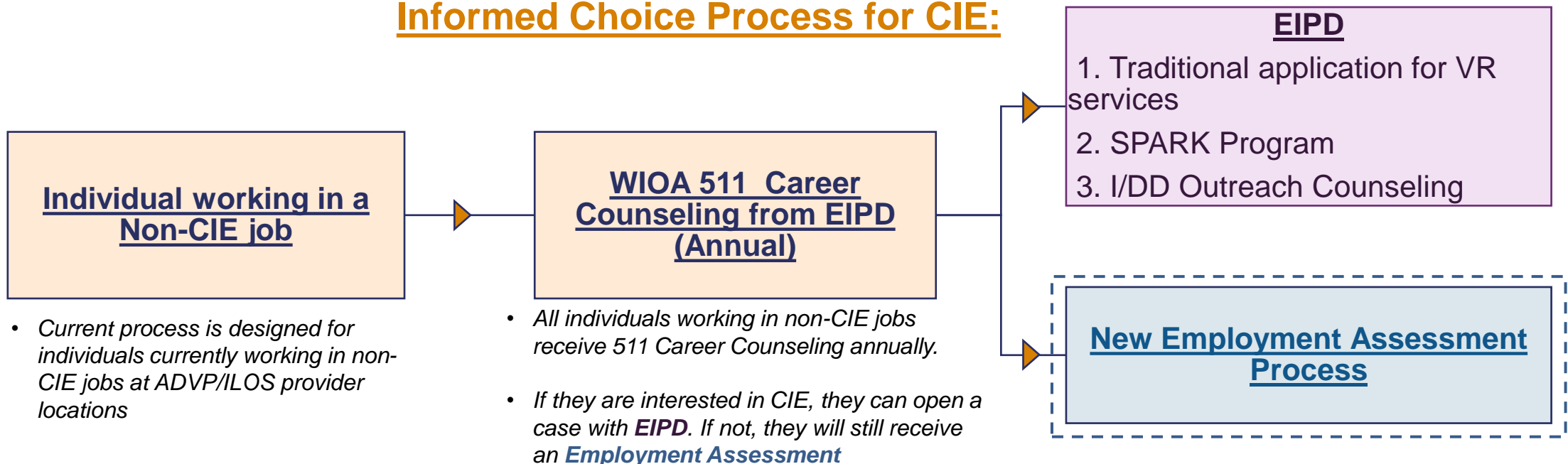


Employment Assessments and Career Development Plans

Employment Assessments are a key component an ongoing **Informed Choice Process**, where complete and accurate information about employment options will be provided to individuals with I/DD.

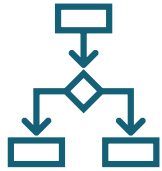
Individuals will have multiple opportunities to discuss their employment options with qualified professionals. During the Employment Assessment, individuals will share their interests, strengths, concerns, and current support system.

Informed Choice Process for CIE:



New Employment Assessment Process

The new Employment Assessment Process aims to:



Standardize the Process

Ensure every eligible member is assessed uniformly, providing a standard baseline.



Ensure Quality

Utilize third-party training and oversight to guarantee high-quality “informed choice” decision-making.



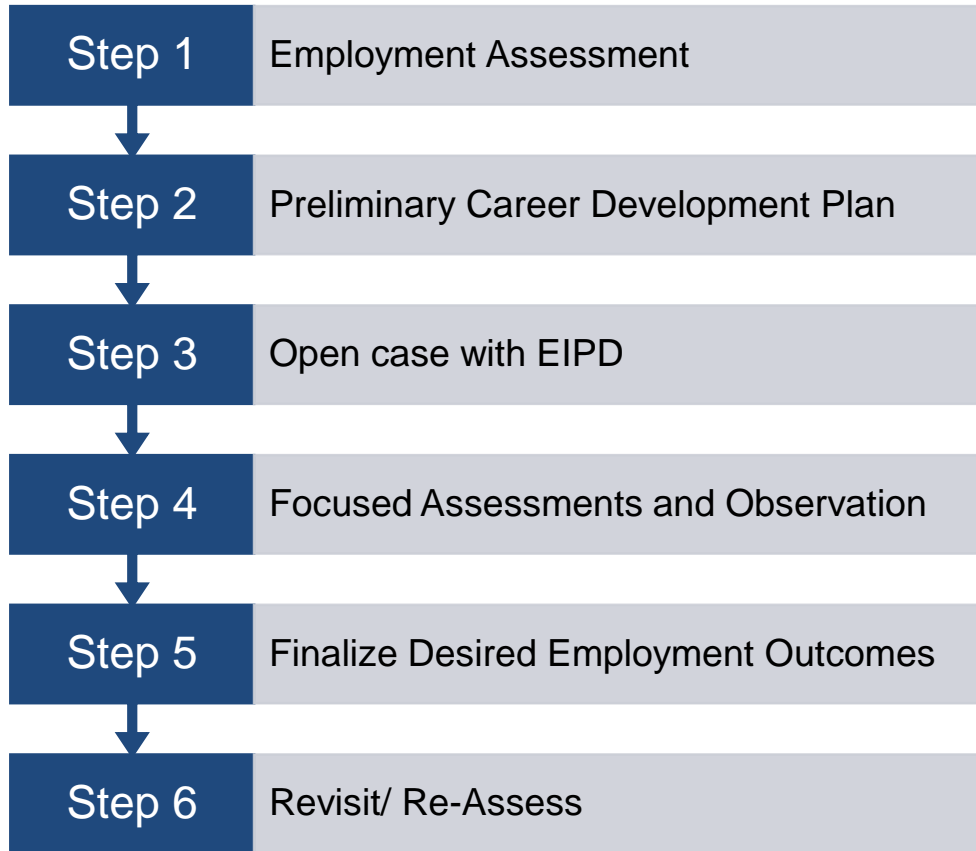
Expand Opportunities

Further each individual’s opportunities to connect with employment services that can lead to CIE if that's their choice



Employment Assessments and Career Development Plans

Inclusion Works rolled out a new standard Employment Assessment Process to providers across the state:



Employment Interest Questionnaire¹ (for Individual

Employment Interest

- What is your preferred/ideal/dream job?
 - What would your best day at work look like?
- What kinds of activities and/or hobbies do you like?
- Have you ever worked or volunteered?
 - If yes, where?
 - What did you do?
 - What did you like about the job(s)?
 - What did you not like about the job(s)?
- What skills do you have? - OR - What are you good at?
- What kinds of jobs would you NOT want?
- How would you get to and from work (select all that apply):
 - Bus
 - Walk/Roll
 - Drive
 - Ride from friends/family
 - Ride Share (Uber, Lyft) or Taxi/Cab
 - Other:

Scores Profile

LS		School/		Work/		Direct	
Job/	Dirk/	Home	Work	Direct	Job/	Dirk/	Home
3	4	3	3	2	3	7	6
3	7	6	9	7			

Pass, Emerge, or Fail

*E both
P
P
P
P
P
P
P - photo or ???
*E
P
P
E
F
Not written

New person-centered processes incorporate best-practices and on-site situational assessments



EIPD is integrated into the new Career Development Planning process



Employment Assessments and Career Development Plans

Long-term vision: Create a standard Employment Assessment process that will be used for all individuals with I/DD who are receiving employment-related services

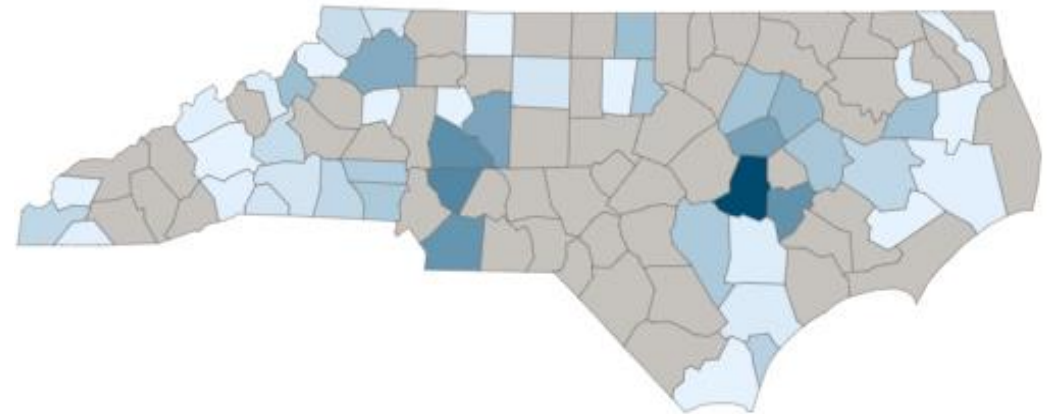
First Phase: Members currently receiving ADVP/ILOS services and working in non-CIE jobs

Logistics:

- **595** Individuals across NC
- **31** different Provider locations
- Traveling on-site to Provider agencies to conduct assessments

Implementation Progress:

- Work Together NC Team began first assessments at Provider Agencies on **January 7th, 2025**
- Currently in process of scheduling appointments and gathering member consents



Locations of eligible individuals for Employment Assessments (595)



Provider Innovation Initiative



Inclusion Works is partnering with Wise to lead several initiatives for providers to update their tools, staffing plans, and knowledge base to better support CIE outcomes:



CIE Incentive Program

- Providers can receive up to \$5,000 for each eligible member that begins and sustains a job in CIE

Provider Training

- Funded multiple training opportunities:
 - Wise Online Academy (WOA)
 - SELN

Benefits Practitioner Certifications

- Work Incentive Practitioner Credential Program, hosted by Cornell University

Provider Innovation Program

- Conduct comprehensive assessments for provider organizations
- Deliver Quality Improvement Plans

Learning Collaborative

- Establish a collection of agencies to serve as peer mentor sites for other agencies and providers going through CIE transformation

Planning in progress, activities not started yet

What's Next for Inclusion Works



Strategic Plan for CIE

Inclusion Works is currently developing a new Strategic Plan for Competitive Integrated Employment (CIE) in North Carolina.

This document will establish **Goals and Objectives** for NCDHHS to expand CIE opportunities for individuals with I/DD and set specific **Strategies** to meet those desired outcomes.

Key Features of Strategic Plan:

- Informed by community feedback
- Incorporates analysis from Landscape Study responses
- Focus on expanding opportunities and removing barriers to employment

Once finalized, the Strategic Plan for CIE will be posted for public comment

Inclusion Works Provider Innovation Program

will be open soon for Providers to apply

Program Goal: Support Providers expand competitive integrated employment for their members

Benefits of Program (all at no cost):

- Organizational assessment
- Strategic Change Plan
- Personalized Training Content
- Ongoing Technical Assistance
- Financial Incentives - \$ for participating in program

Next Steps: Look for an email from NCDHHS with invitation for Provider Agencies to apply



The flyer features the NC Department of Health and Human Services logo and the 'wise' logo at the top. A central blue box contains a play button icon and the text 'INCLUSION WORKS' and 'Provider Innovation Program'. To the right, a photograph shows two women looking at a laptop. Below the photo are four colored boxes: 'IMPACT' (blue), 'INNOVATION' (purple), 'TRAINING & TA' (purple), and 'INCENTIVE' (blue). At the bottom, four icons represent 'Jobs', 'Provider Innovation', 'Training & TA', and 'Jobs Info', each with a brief description. A URL is provided at the top right.

<https://www.surveymonkey.com/r/NCInclusionWorksProviderInnovationAp>

INCLUSION WORKS

Provider Innovation Program

IMPACT

North Carolina is committed to individuals with disabilities receiving quality Competitive Integrated Employment (CIE) services.

Be one of the first 2 providers (this year) to be selected from across NC to participate in training and receive support to innovate services.

INNOVATION

Provider agencies will be supported to assess and evaluate their organization and current services and receive support to develop a customized innovation plan to incorporate or expand competitive integrated employment.

TRAINING & TA

Provider agency leadership and employment team staff will receive training & technical assistance (TA) funded through the Inclusion Works project. Topic areas include but are not limited to:

- Customized Employment
- Professional Employment
- Self-Employment
- Train-the-trainer

INCENTIVE

We recognize that organizational change and quality training takes time and effort which is often difficult to invest. Participating providers will receive financial incentive for participating in the Inclusion Works project to help offset the costs incurred by the organization.

DETAILS TBD

PROJECT STRATEGIES

Jobs

Each provider will be supported to help their members obtain new jobs in CIE over the course of the project

Provider Innovation

Each provider receive support to complete a Provider Innovation Training & Technical Assistance Plan to expand CIE

Training & TA

Providers actively engage in training and technical assistance opportunities

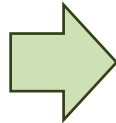
Jobs Info

Information about jobs in CIE obtained by members during the project will be shared confidentially.

Q & A

Check out website for additional FAQ's

Visit the [Inclusion Works Website](#)



Directions:

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Frequently Asked Questions

Employment Assessment Process

What is an Employment Assessment?



What is a Career Development Plan?



Why do individuals need to take an Employment Assessment?



Are they mandatory to take?



How long will an Employment Assessment take?



Where will Employment Assessments take place? Can they be virtual?



What is Competitive Integrated Employment (CIE)?



If you have additional questions, feel free to reach out to us via email!

- Claire.Colligan@dhhs.nc.gov
- worktogethernc@med.unc.edu