



## NC DEPARTMENT OF **HEALTH AND HUMAN SERVICES**

# ***Pilot Launch Notice***

- The following guide is a product of department and stakeholder collaboration.
- This version is being released to our care provider network for informational and testing purposes.
- Review our FAQ and Tutorial resources on [our website](#)
- Feedback can be provided to [DMHIDDCONTACT@dhhs.nc.gov](mailto:DMHIDDCONTACT@dhhs.nc.gov) with the Subject line: *“Paths to CIE Tool Pilot Launch Feedback”*

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# NC DEPARTMENT OF HEALTH AND HUMAN SERVICES

## Inclusion Works:

### Exploring Paths to Competitive Integrated Employment (CIE)

*A guide for people supporting  
individuals with I/DD.*

[Click Here](#)



# About

## What is this?

- This guide explores how an individual with I/DD can find a job in the community.
- We explore key terms, steps, and support options to achieve [Competitive Integrated Employment \(CIE\)](#) – working at or above minimum wage in the community.

## Who is it for?

- **This is for people who are supporting individuals with I/DD, including their care managers, providers, and families.**
  - We encourage you to complete this tool with the individuals you are supporting.
- To talk to a CIE expert about your unique situation, contact your local EIPD\* office for more detail.

[What is I/DD?](#) [What is CIE?](#) [What is EIPD?](#)

*\*Formerly known as DVRS*

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# Instructions

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- Click the folded corner icons (  ) to continue through this guide
- When there is more than one choice, choose the one that fits you best:

Learn more about  
this guide

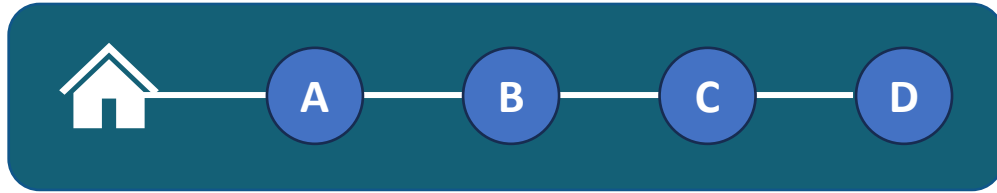
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before, skip to  
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- Return to the start of this guide by clicking “**Return to Start**” 
  - Go to the last page you were on by clicking “**Go Back**” 
  - Click underlined terms for more detail and definitions



# Progress on Employment Journey

## Four Major Steps are Explored



- **From the perspective of the individual you are supporting**, you will explore four major steps:
  - Section A: What Are Your Goals?
  - Section B: Who Can Help
  - Section C: Achieving Employment Goals
  - Section D: Long-Term Supports
- Progress through this journey is shown by the **highlighted marker** in each slide



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to START



## Section A: You and Your Goals



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- Have you worked with an Employment Provider before?

**Yes, I have a  
current Provider**

**No, I do not have  
a Provider**

**Not sure**



# You and Your Goals



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- Have you made an Informed Choice to explore CIE?

- Informed choice is the process of choosing from options based on accurate information, knowledge, and experiences.

**Yes**, I am exploring CIE

**No**, I have not chosen to explore CIE

Not sure

- If you have a Tailored Care Manager, contact them for help making an Informed Choice.



## Informed Choice Resources

- There are many resources available to help you choose the services that are right for you.
- [Click here](#) for more information on what Informed Choice means for us.
- For information on Informed Choice and services other than CIE, please contact your local [LME/MCO](#).



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See what would  
happen if you  
chose to pursue  
CIE





# You and Your Goals

- Do you have NC Medicaid?



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**Yes, I have NC  
Medicaid**

**No, I do not have  
NC Medicaid**



# First-time Path to CIE with Medicaid



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- Do you have a Tailored Care Manager (TCM) from previous engagements?

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**Yes**, I have a TCM

**No**, I do not have  
a TCM



# First-time Path to CIE with Medicaid

## EIPD



- The Division of Employment and Independence for People with Disabilities (EIPD) helps people with disabilities achieve their goals for employment and independence.
- Your local EIPD office will be the first step towards achieving CIE.
- Continue in this guide to preview upcoming steps in your journey.



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Continue with  
EIPD



# First-time Path to CIE with Medicaid



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- If your disability prevents you from finding or keeping a job, you may be eligible for EIPD services.
- The EIPD Eligibility Determination Process will determine if:

**Yes**, I was found eligible for EIPD Services

**No**, I was found ineligible for EIPD Services

- Feel free to return to this point and explore both paths.



# First-time Path to CIE with Medicaid

## EIPD



- The Division of Employment and Independence for People with Disabilities (EIPD) helps people with disabilities achieve their goals for employment and independence.
- Your local EIPD office will be the first step towards achieving CIE and your Tailored Care Manager (TCM) can help you get connected.
- Continue in this guide to preview upcoming steps in your journey.



Your TCM can help as a resource through this step.



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Continue with  
EIPD



# First-time Path to CIE with Medicaid



## Develop an Individualized Plan for Employment (IPE)

- As a first step with [EIPD](#), you and your assigned VR Counselor will work together to develop an IPE.
- An IPE represents an agreement between you and your counselor about how EIPD will partner with you to reach your employment goals.
- See [this IPE guide](#) for more information.



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EIPD

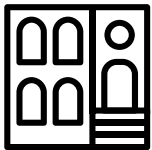


# First-time Path to CIE with Medicaid



## EIPD Provides CIE Job Placement and Stabilization

- After setting your CIE employment goals, EIPD will help you find the right job in CIE.
- EIPD will connect you with services to get you ready for your job and make sure you have the tools for lasting success.



## Providers Help Deliver Services



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Start my  
community Job!



# First-time Path to CIE with Medicaid



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- If your disability prevents you from finding or keeping a job, you may be eligible for EIPD services.
- The EIPD Eligibility Determination Process will determine if:

**Yes**, I was found eligible for EIPD Services

**No**, I was found ineligible for EIPD Services

- Feel free to return to this point and explore both paths.
- Your TCM will work with your VR Counselor to help you through this process.





# First-time Path to CIE with Medicaid



## Develop an Individualized Plan for Employment (IPE)

- As a first step with [EIPD](#), you and your assigned VR Counselor will work together to develop an IPE.
- Your IPE represents an agreement between you and your counselor about how EIPD will partner with you to reach your employment goals.
- See [this IPE guide](#) for more information.



Your [TCM](#) can help as a resource through this step.



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Continue with  
EIPD

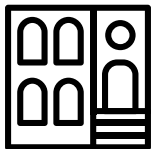


# First-time Path to CIE with Medicaid



## EIPD Provides CIE Job Placement and Stabilization

- After setting your CIE employment goals, EIPD will help you find the right job in CIE.
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## Providers Help Deliver Services



Your TCM can help you through this step.



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Start my  
community job!



# First-time Path to CIE with Medicaid



## CIE Achieved!

- Congratulations on getting your CIE job!
- We know this is just the beginning of your story, and we are excited for you to explore the benefits of work in the community for competitive wages.
- Explore the next steps to see how your new employment can turn into long-term success, including on-the-job supports and check-ins.



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Switch to Long-Term Supports



# First-time Path to CIE with Medicaid



## LME/MCO Connects with Applicable Services

- Your LME/MCO will help you through this step of the process, finding the best services and supports available for you.
- If funding is available, they will connect you with a provider to help you find the best CIE job for your unique situation.



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Start my  
community job!



# First-time Path to CIE with Medicaid



## TCM Connects with Applicable Services

- Your TCM will help you through this step of the process, finding the best services and supports available for you.



## LME/MCO Funds CIE Job Search and Stabilization

- If available, the TCM will work with your local LME/MCO to find you the best CIE job for your unique situation.



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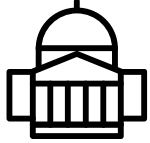


Start my  
community job!



# First-time Path to CIE without Medicaid

## EIPD



- The Division of Employment and Independence for People with Disabilities (EIPD) helps people with disabilities achieve their goals for employment and independence.
- Your local EIPD office will be the first step towards achieving CIE:
  - [Find your local office here](#)
  - [Learn more about EIPD](#)
- Continue in this guide to preview upcoming steps in your journey.



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Continue with  
EIPD



# First-time Path to CIE without Medicaid



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- If your disability prevents you from finding or keeping a job, you may be eligible for EIPD services.
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# First-time Path to CIE without Medicaid



## Develop an Individualized Plan for Employment (IPE)

- As a first step with [EIPD](#), you and your assigned VR Counselor will work together to develop an IPE.
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Continue with  
EIPD





# First-time Path to CIE without Medicaid



## EIPD Provides CIE Job Placement and Stabilization

- After setting your CIE employment goals, EIPD will help you find the right job in CIE.
- EIPD will provide services to get you ready for your job and make sure you have the tools to make it last.



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Start my  
community job!



# First-time Path to CIE without Medicaid



## CIE Achieved!

- Congratulations on getting your CIE job!
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Switch to Long-Term Supports



# First-time Path to CIE without Medicaid



## LME/MCO Connects with Applicable Services

- Your LME/MCO will help you through this step of the process, finding the best services and supports available for you.
- If funding is available, they will connect you with a provider to help you find the best CIE job for your unique situation.



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Start my  
community job!



# First-time Path to CIE with Medicaid



## LME/MCO Manages Long-Term Supports

- If not already connected, EIPD will help you transition to your [Local LME/MCO](#) to explore long-term funding.
- This funding can provide continued on-the-job support including for job coaching and more.



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Explore Long-Term Supports



# Long-Term Supports



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- Do you have an Active Innovations Waiver?

**Yes**, I have the  
Innovations  
Waiver

**No**, I do not have  
the Innovations  
Waiver

- [Click here to learn more about the Innovations Waiver](#)



# Long-Term Supports



## Innovations Waiver Supported Employment

- You will receive Supported Employment Services to help you maintain CIE.
- Your LME/MCO will help you find the right Innovations Waiver services for you.



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What else is  
available?



# Long-Term Supports



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- Besides your CIE job, are you interested in additional supports to help you fill a meaningful week?

**Yes**, I am interested in Meaningful Week Supports

**No**, I am satisfied with Innovations Waiver Supported Employment



# Long-Term Supports



## Innovations Waiver Community Living Supports

- Innovations Waiver Supports are also available to provide a meaningful week.
- A variety of Community Supports are available.
- Contact your LME/MCO for help finding the best services for you.



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Wrap-Up





# Guide End – CIE Achieved with Innovations Supports

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- **Congratulations on achieving CIE and the long-term supports to maintain it.**
- **Stay up to date with our latest at the [Inclusion Works Website](#)**
  - Sign up for updates [here](#).
- **Remaining questions?**
  - [Contact your LME/MCO](#) for additional information.



# Long-Term Supports



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- 1915(i) Services are exciting new supports that can help NC Medicaid-eligible individuals maintain employment.
- A 1915(i) Eligibility Assessment will determine if:

**Yes, I am eligible  
for 1915(i)  
Services**

**No, I am not  
eligible for  
1915(i) Services**

- Feel free to return to this point and explore both paths.



# Long-Term Supports



## 1915(i) Supported Employment

- You will receive Supported Employment Services to help you maintain CIE.
- Your LME/MCO will help you find the right 1915(i) services for you.



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What else is available?



# Long-Term Supports



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- Besides your CIE job, are you interested in additional supports to help you fill a meaningful week?

**Yes**, I am interested in Meaningful Week Supports

**No**, I am satisfied with 1915(i) Supported Employment



# Long-Term Supports



## 1915(i) Community Living Supports

- 1915(i) Supports are also available to provide a meaningful week.
- A variety of Community Supports are available, including:
  - Community Living and Supports
  - Community Transition
  - NC Lifespan Respite Program
- Contact your LME/MCO for help finding the best services for you.



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Wrap-Up



## Guide End – CIE Achieved with 1915(i) Supports

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- **Congratulations on achieving CIE and the long-term supports to maintain it.**
- **Stay up to date with our latest at the [Inclusion Works Website](#)**
  - Sign up for updates [here](#).
- **Remaining questions?**
  - [Contact your LME/MCO](#) for additional information.



# Long-Term Supports



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- Your LME/MCO and Provider can help determine if State-Funded services are right for you.
- They will determine if:

**Yes**, I am eligible for State-Funded Services

**No**, I am not eligible for State-Funded Services

- Feel free to return to this point and explore both paths.



# Long-Term Supports



## State-Funded Supported Employment

- You will receive Supported Employment Services to help you maintain CIE.
- Your LME/MCO will help you find the best available state-funded services for you.



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What else is available?





# Long-Term Supports



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- Besides your CIE job, are you interested in additional supports to help you fill a meaningful week?

**Yes**, I am interested in Meaningful Week Supports

**No**, I am satisfied with State-funded Supported Employment



# Long-Term Supports



## State-Funded Community Living Supports

- State-Funded Supports may also be available to provide a meaningful week.
- A variety of Community Supports may be available.
- Contact your LME/MCO for help finding the best services available for you.



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Am I Medicaid-eligible now?



# Long-Term Supports



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- Eligible State-Funded services can be a great support in achieving CIE and providing a meaningful week.
- NC Medicaid services are preferred when available, and income assessments begin at age 18.

**Yes, I am now  
Medicaid-eligible**

**No, I am still not  
Medicaid-eligible**



## Guide End – CIE Achieved with State-Funded Supports

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- **Congratulations on achieving CIE and the long-term supports to maintain it.**
- **Stay up to date with our latest at the [Inclusion Works Website](#)**
  - Sign up for updates [here](#).
- **Remaining questions?**
  - [Contact your LME/MCO](#) for additional information.



# You and Your Goals



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- Are you Currently Employed in CIE?

**Yes**, I currently have a job in CIE

**No**, I do not have a job in CIE

- [Click to learn: What is CIE?](#)



# You and Your Goals



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- Are you satisfied with your current CIE role?

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**Yes, I like my  
current CIE role**

**No, I want to  
switch jobs**



# You and Your Goals



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- Are you satisfied with your current Provider relationship?

**Yes**, I like my  
current Provider

**No**, I want to  
switch Providers



## Guide End – Satisfied in CIE



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- We are glad to hear you are satisfied with your current CIE employment!
- Stay up to date with our latest at the [Inclusion Works Website](#)
  - Sign up for updates [here](#).
- **Remaining questions?**
  - [Contact your LME/MCO](#) for additional information.





## New Provider, Existing Job

- We are glad you are enjoying your current CIE role.
- We are happy to assist you in finding a different Provider if available.



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Start Path to  
Switch Providers  
and Keep Current  
CIE Job



# New Provider, Existing Job

## LME/MCO

- Your LME/MCO will be the first step towards switching providers.
- LME/MCOs maintain a network of Providers that can help deliver employment and other services.



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Continue with  
your LME/MCO



# New Provider, Existing Job



## New Provider

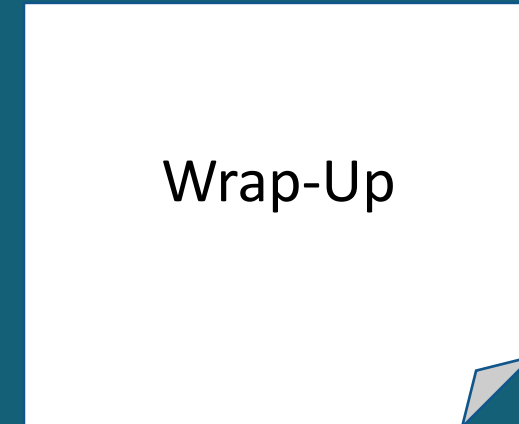
- Your new Provider can deliver existing services and revisit which services are right for you.



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## Guide End – Switched Providers

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- **Congratulations on achieving CIE and a new Provider to support lasting employment.**
- **Stay up to date with our latest at the [Inclusion Works Website](#)**
  - Sign up for updates [here](#).
- **Remaining questions?**
  - [Contact your LME/MCO](#) for additional information.



## Looking for a Job

- We are glad you are pursuing a job in the community, and we are excited for the many potential benefits you may find.
- Whether you are reaching CIE for the first time or resuming CIE, there are many people and places that can help.



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Continue path to  
CIE



# You and Your Goals



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- Are you satisfied with your current Provider relationship?

**Yes**, I like my current Provider relationship

**No**, I want to switch Providers



## Looking for a Job in CIE with an Existing Provider

- We are glad you are looking to keep your existing Provider. They can be a valuable resource in the search for a new job in CIE.
- Our goals are:
  - Helping you achieve CIE
  - Connecting you with the support to maintain CIE



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Start Path to CIE  
with Existing  
Provider



# Looking for a Job in CIE with an Existing Provider



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- Has your Provider informed you they can help you find a new job?

**Yes**, my Provider can help with a Job Search

**No**, my Provider cannot help with a Job Search

- Feel free to return to this point and explore both paths.





# Looking for a Job in CIE with an Existing Provider



## Provider Leads CIE Job Search and Stabilization

- After setting your CIE employment goals, your Provider will help you find the right job in CIE.
- Your Provider will provide services to get you ready for your new job and make sure you have the tools to make it last.



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Start my CIE Job!



# Looking for a Job in CIE with an Existing Provider



## CIE Achieved!

- Congratulations on reaching a new job in CIE!
- Explore the next steps to see how your new employment can turn into long-term success.



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Switch to Long-Term Supports



# Looking for a Job When You Have an Existing Provider



## Develop an Individualized Plan for Employment (IPE)

- [EIPD](#) can step in to help when your provider is not equipped to perform a new job search.
- As a first step with EIPD, you and your assigned VR Counselor will work together to develop an IPE.
- Your IPE represents an agreement between you and your counselor about how EIPD will assist you in reaching your employment goals.
- See [this IPE guide](#) for more information.



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Continue with  
EIPD



# Looking for a Job in CIE with an Existing Provider



## EIPD Provides CIE Job Placement and Stabilization

- After setting your CIE employment goals, EIPD will help you find the right job in CIE.
- EIPD will provide services to get you ready for your new job and make sure you have the tools to make it last.



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Start my CIE Job!



# Looking for a Job in CIE with an Existing Provider



## CIE Achieved!

- Congratulations on reaching a new job in CIE!
- Explore the next steps to see how your new employment can turn into long-term success.



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Switch to Long-Term Supports



# Looking for a Job in CIE with a New Provider

- There are many people invested in helping you change your current situation.
- Our goals are:
  - Finding a new provider for you
  - Helping you achieve CIE
  - Connecting you with the support to maintain CIE



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Start Path to CIE  
with New  
Provider



# Looking for a Job in CIE with a New Provider

**EIPD**



- The Division of Employment and Independence for People with Disabilities (EIPD) can help you switch jobs and providers to keep your CIE experience successful.
- Continue in this guide to preview upcoming steps in your journey.



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Continue with  
EIPD



# Looking for a Job in CIE with a New Provider



## Develop an Individualized Plan for Employment (IPE)

- As a first step with [EIPD](#), you and your assigned VR Counselor will work together to develop an IPE.
- Your IPE represents an agreement between you and your counselor about how EIPD will assist you in reaching your employment goals.
- See [this IPE guide](#) for more information.



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Continue with  
EIPD





# Looking for a Job in CIE with a New Provider



## EIPD Provides CIE Job Placement and Stabilization

- After setting your CIE employment goals, EIPD will help you find the right job in CIE.
- EIPD will provide services to get you ready for your new job and make sure you have the tools to make it last.



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Start my CIE Job!



# Looking for a Job in CIE with a New Provider



## CIE Achieved!

- Congratulations on reaching a new job in CIE!



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Switch to Long-Term Supports



# Long-Term Supports



## LME/MCO Manages Long-Term Supports

- If not already connected, [EIPD](#) will help you transition to your [LME/MCO](#) to explore long-term funding.



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Explore Long-Term Supports



# Long-Term Supports

- Do you have NC Medicaid?



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**Yes, I have NC  
Medicaid**

**No, I do not have  
NC Medicaid**



# Glossary of Terms



# Definitions – Glossary of Terms

## Welcome to the Glossary!

- By clicking underlined terms like this, you will be led to explanations of acronyms and complex terms.
- Some light blue links like [this](#) lead to other websites for further information.
- You can click “Go Back” or “Return to last page” to get back to the slide you were just on and continue exploring your journey.
  - Or explore full list of terms [here](#).

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# Definitions – Glossary of Terms

## Terms Defined Within:

1. **I/DD** – Intellectual/Developmental Disability
  2. **CIE** – Competitive Integrated Employment
  3. **Provider**
  4. **Informed Choice**
  5. **LME/MCO** – Local Management Entity/Managed Care Organization
  6. **NC Medicaid**
  7. **EIPD** – Division of Employment and Independence for People with Disabilities
  8. **TCM** – Tailored Care Manager
  9. **Meaningful Week**
- Return to the guide to find how these terms can help you.
    - Or explore now by clicking the links above.

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# Definitions – I/DD

## Intellectual and Developmental Disability

- A developmental disability:
  - Is chronic
  - Begins at birth or during childhood
  - Adversely affects an individual's daily living and functioning
- Developmental disabilities can be caused by a mental impairment, a physical impairment or combination of both mental and physical.
- Learn more on the [NCDHHS website](#)

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# Definitions – I/DD

## Intellectual and Developmental Disability

- A developmental disability:
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# Definitions – CIE

## Competitive Integrated Employment

- CIE Means:
  - Working in the community alongside other employees without disabilities.
  - Earning at least minimum wage.
  - Getting the same workplace benefits and opportunities as other employees doing the same job.
- Working in CIE is a great way to connect with others, boost confidence, build skills, increase stability, and improve overall health.
- Working and earning money opens doors to new things, such as living in your own place, having more choices about how to spend your free time, and having other opportunities that can positively impact your life.
- Learn more on the [Inclusion Works website](#)

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# Definitions – CIE

## Competitive Integrated Employment

- CIE Means:
  - Working in the community alongside other employees without disabilities.
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# Definitions – Provider

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- A Provider provides you with services directly
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- Switching providers while keeping the same or similar services is possible, parts of this guide about switching providers explains further



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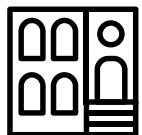
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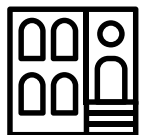




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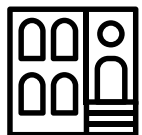
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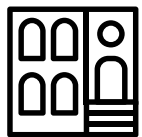
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# Definitions – Informed Choice

## Informed Choice

- As individuals with I/DD consider their employment options, questions often arise:
  - Does the person want to work in Competitive Integrated Employment?
  - What kind of a job do they want?
  - What are their career interests?
  - And who is really making the decision: Is it the individual, or others on their behalf?
- Informed Choice is the process of choosing from options based on accurate information, knowledge, and experiences.
  - Choosing to pursue CIE is one possible outcome.
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# Definitions – LME/MCO

## Local Management Entity/Managed Care Organization

- An LME/MCO coordinates services for I/DD individuals, connecting with Providers who help deliver services.
- There are four LME/MCOs that serve the State of North Carolina, and each are responsible for a set of counties.
  - A full list of LME/MCOs for each county can be seen [here](#)
- You will often be connected to your local LME/MCO through EIPD services, see the rest of this guide for information on who can best serve your needs.



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# Definitions – LME/MCO

## Local Management Entity/Managed Care Organization

- An LME/MCO coordinates services for I/DD individuals, connecting with Providers who help deliver services.
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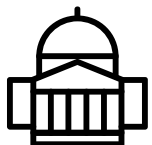
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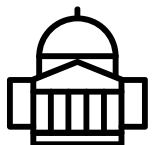




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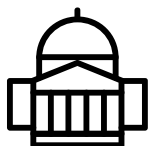
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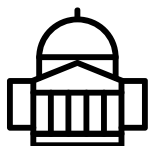
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# Definitions – TCM

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This symbol is used in this guide when a TCM is assisting with a step.

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# Definitions – TCM

## Tailored Care Manager (TCM)

- A Tailored Care Manager is an individual assigned to you to provide Tailored Care Management, a new type of care management that began December 1, 2022, for eligible NC Medicaid beneficiaries.
- Your TCM can help guide you through many steps of the process covered in this guide.
- A Fact Sheet describing frequently asked questions and information about changing your TCM can be found [here](#).
- See the [NC Medicaid](#) website for more details.



This symbol is used in this guide when a TCM is assisting with a step.

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# Definitions – Meaningful Week

## Meaningful Week

- A meaningful day is a result of a day filled with planned and purposeful activities.
  - Meaningful days make meaningful weeks.
- Services supporting meaningful day allow stability, space, and resources that help develop skills.
  - The skills gained in meaningful day services can result in more success in CIE.
- Meaningful day activities can be used along with part-time employment to fill each week.

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# Appendix/Admin



## Go Back: Checkpoint

- You pressed the “Go Back” ↶ button.
- Do you have NC Medicaid?

**Yes, I have NC  
Medicaid**

**No, I do not have  
NC Medicaid**

