

Supported Employment (b)(3) Waiver Service

MH-Individual Placement and Supports (IPS)-Supported Employment

H2023 U4 HE - Supported Employment Individual- Mental Health

H2026 U4 HE– Maintenance Supported Employment-Mental Health(LTVS)

IDD-Supported Employment

H2023 U4 - Supported Employment- Individual

H2026 U4 –Maintenance Supported Employment Individual (LTVS)

H2026 HQ U4 –Maintenance Supported Employment Group (LTVS – IDD Only)

Supported Employment (SE) Services provide assistance with choosing, acquiring, and maintaining employment for individuals ages 16 and older for whom competitive employment has not been achieved and / or has been interrupted or intermittent.

The primary outcome of **SE** is competitive employment which is defined as a job that pays at least minimum wage, for which anyone can apply, and is not specifically set aside for people with disabilities. **SE** services must be provided in integrated work settings where the individual works alongside people who do not have disabilities or in a business owned by the individual.

SE does not occur in licensed community day programs, Psychosocial Rehabilitation programs, or in licensed residential facilities as the place of service.

Individual Placement and Support (IPS)

IPS Supported Employment Individual- Mental Health includes the following:

- Development of the Career Profile.
- Ongoing Benefits Counseling
- Behavioral Health Integration
- Addressing Barriers to Employment
- Employment Peer Mentorship
- Rapid Job Search and Systematic Job Development
- Discussions of Disclosure
- Identification and discussion of Job Accommodations and Assistive Technology
- Career and Educational Development
- Ongoing Skill Building and Psychiatric Rehabilitation

Additional approaches (including Customized Employment, Self-Employment and Business-Led Internships) may be used under the umbrella of IPS-SE to assist individuals in securing competitive employment in the community that fits their particular needs, interests, and skills while enabling workplace success.

IPS Maintenance Supported Employment- Mental Health includes follow along supports. These supports are individualized. The goal and focus is to support the individual in becoming as independent as possible, and seek to involve family and other natural supports. These supports can be provided on the job site or off site, and focus on the continued acquisition and development of skills needed to maintain employment. Transition between active job seeking and follow along supports should be fluid and based on the individual's current level of need and where they are at in their employment or education role.

Collaboration should occur with the individual on what level of "on-the-job" and/or "off-site" training and support is needed or desired to master the duties and requirements of the job. The support frequency, modality and location should be tailored to the individual, their needs, and preferences. Efforts should be made to ensure that the follow along support service is sufficient to ensure ongoing employment retention and success, yet focused on titrating paid supports down and increasing natural and community supports. The team should also be flexible in the provision of short term retraining, based on changing job requirements or performance issues identified.

SE providers for programs for individuals with Severe and Persistent Mental Illness (SPMI) or Serious Mental Illness (SMI) *must meet all fidelity provider requirements as outlined by the State for evidence-based practices for individuals with serious mental illness*. The State approved evidence based practice for individuals with SPMI/SMI is **Individual Placement and Support (IPS)** and the SE Fidelity Scale developed by the Dartmouth Psychiatric Research Center and promoted by SAMHA. Information regarding the IPS model can be found here: <https://ipsworks.org> All **IPS** providers delivering services to individuals with SPMI/SMI will participate in fidelity evaluation and services must be provided to fidelity per Transition to Community Living Initiative based on the Department of Justice Settlement agreement.

IPS includes transportation from the individual's residence and to the site of the **IPS** service, among the **IPS** sites if applicable, and back to the individual's place of residence. *For individuals who are eligible for educational services under the Individuals With Disability Educational Act (IDEA), IPS does not include transportation to or from school settings. This includes transportation to and from the participant's home, provider home where the participant is receiving services before/after school or any community location where the participant may be receiving services before or after school.*

Collateral contacts and telephone calls to the individual are billable; however, 80% of contacts must be face-to-face with the individual receiving services. Face-to-face contacts may be subject to reasonable accommodation that are HIPAA compliant and are not intended to replace or decrease the frequency of face-to-face contact.

IPS is a periodic service.

Population Eligible

Individuals age 16 and older who are not otherwise eligible for service under a program funded under the Rehabilitation Act of 1973 or P.L. and have a serious mental illness that may include co-occurring disorders.

AND

Experiences difficulties in at least two or more of the following areas:

1. In or at risk of placement in a congregate setting or difficulty maintaining safe living situations, including homelessness;
2. Co-occurring mental health and substance abuse disorders;
3. High risk of crisis diversion, intervention, including hospital transitions;
4. Difficulty effectively using traditional office-based outpatient services;
5. Difficulty with daily living, communication, interpersonal skills, self-care, self-direction;
6. High risk or recent history (within the past 12 months) of criminal justice involvement (such as arrest, incarceration, probation);

AND

Expresses the desire to work, and has an established pattern of unemployment, underemployment, or sporadic employment; and requires assistance in obtaining or maintaining employment in addition to what is typically available from the employer because of functional limitations as described above and behaviors associated with the individual's diagnosis.

Entrance Criteria

The individual must meet the IPS-SE eligibility criteria as described above for entrance into the IPS-SE program.

Per the evidence-based model, there is a zero-exclusion criterion, meaning that individuals are not disqualified from engaging in employment simply as a result of job readiness factors such as active substance use, history of violent behavior, criminal background issues, cognitive impairments, treatment or medication non-compliance, or personal presentation. Individuals are not required to participate in pre-vocational training or other job readiness models. Teams assist individuals address barriers to employment through behavioral health integration.

Utilization Management

H2023 U4 HE - Supported Employment Individual- Mental Health

- Initial authorization will include a maximum of eighty-six hours (344 units) per month for the first 90 days of services for initial job development, training and support.
- Reauthorization will included a maximum of 43 hours (172 units) per month for the 90 days of services for intermediate training and support.

H2026 U4 HE– Maintenance Supported Employment-Mental Health(LTVS)

- A Maximum of 10 hours (40 units) per month, requested annually.

Supported Employment and Long Term Vocational Support for Individuals with an Intellectual or Developmental Disability

SE promotes North Carolina's vision of Employment First: *“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.”*

Supported Employment- Individual services include the following:

- Pre-job training / education
- Vocational assessment
- Career / educational counseling
- Job shadowing
- Assistance in the use of education resources
- Resume development training
- Job interview skills training
- Assistance in learning skills necessary for job retention
- Monitoring, supervision, assistance in job tasks, work adjustment training and counseling as needed to complete job training

Supported Employment- Individual services may also include assisting the individual in the development and operation of a micro-enterprise or small business. This assistance includes:

- Aiding individual to identify potential business opportunities
- Assisting in the development of a business plan, including potential sources of business financing
- Identification of supports necessary for the individual to operate the business

Maintenance Supported Employment Individual (LTVS), often referred to as Long Term Vocational Support (LTVS) is the appropriate service when the beneficiary has achieved competitive community based employment and includes the following:

- Coaching and employment support activities that enable an individual to maintain employment
- Ongoing assistance, counseling and guidance for an individual who operates a micro-enterprise
- Monitoring, supervision, assistance in job tasks, work adjustment training and counseling as needed to assist the individual in maintaining employment
- Consulting with the employer to identify work related needs of the individual and proactively engage in supportive activities to address the problem or need.

Maintenance Supported Employment Group (LTVS – IDD Only) will include the same criteria, services, and supports as Maintenance Supported Employment Individual but will be

provided to more than one beneficiary at a time when a group setting is appropriate. This services does not align with the IPS model for MH/SA.

SE includes transportation from the individual's residence and to the site of the **SE** service, among the **SE** sites if applicable, and back to the individual's place of residence. *For individuals who are eligible for educational services under the Individuals With Disability Educational Act (IDEA), **SE** does not include transportation to or from school settings. This includes transportation to and from the participant's home, provider home where the participant is receiving services before/after school or any community location where the participant may be receiving services before or after school.*

Collateral contacts and telephone calls to the individual are billable; however, 80% of contacts must be face-to-face with the individual receiving services. Face-to-face contacts may be subject to reasonable accommodation that are HIPAA compliant and are not intended to replace or decrease the frequency of face-to-face contact.

SE is a periodic service.

Population Eligible

Individuals age 16 and older who are not otherwise eligible for service under a program funded under the Rehabilitation Act of 1973 or P.L. and have an intellectual and/or developmental disability who are functionally eligible for the Innovations waiver but not enrolled in the Innovations waiver.

Entrance Criteria

Diagnosis defined as a Developmental Disability.

AND

Current NC-SNAP or SIS

AND

Expresses the desire to work, and has an established pattern of unemployment, underemployment, or sporadic employment; and requires assistance in obtaining or maintaining employment in addition to what is typically available from the employer because of functional limitations associated with the individual's diagnosis.

Utilization Management

H2023 U4 - Supported Employment- Individual I/DD (Individual Job Development)

- Initial authorization will include a maximum of 90 hours (360 units) for a maximum of six months when the beneficiary is actively seeking employment.
- Reauthorization will include a maximum of 250 hours (1000 units) for up to six months once the beneficiary has achieved competitive community based employment.

- If job placement occurs within the initial 90 hour authorization then the remainder of the authorization may be utilized for intensive on the job training.

H2026 U4 –Maintenance Supported Employment Individual (LTVS) AND

H2026 HQ U4 –Maintenance Supported Employment Group (LTVS – IDD Only)

- Authorization will include a maximum of 10 hours (40 units) per month, requested annually.
- Specific authorization must be obtained to exceed these limits.

Supported Employment B3-All Services

Provider Requirements

SE providers must meet the provider qualification policies, procedures and standards established by the NC Division of Mental Health, Developmental Disabilities and Substance Abuse Services (DMH/DD/SAS), the requirements of 10A N.C.A.C 27G and NC G.S. 122C, and any competencies specified by the NC Division of Medical Assistance (DMA).

SE providers for programs for individuals with intellectual and/or developmental disabilities must meet all NC Innovations waiver or it's provider requirements and be enrolled 1915(c) waiver providers.

Staffing Requirements

All staff must meet requirements as specified in 10A N.C.A.C. 27G 0104, and supervision of staff must be provided according to the supervision requirements specified in 10A N.C.A.C. 27G.0204.

All staff must complete training specific to the required components of the **SE** definition within 90 days of employment. This includes, but is not limited to:

- CPR / First Aid
- Client Rights
- Confidentiality / HIPAA
- Crisis Intervention
- Training specific to the individual needs of the individual

For IPS- SE a team structure per the IPS fidelity scale must be provided, therefore staffing must be adequate and additionally trained to ensure fidelity.

Service Orders

A service order is required for this service. The Treatment or Support Plan serves as a service order for individuals with an intellectual or developmental disability who are functionally eligible for, but are not enrolled in, the Innovations waiver.

Continued Stay Criteria

The individual continues to meet the eligibility criteria, and meets at least one of the following criteria:

1. The individual requires this service to obtain or maintain community employment
2. The individual has obtained employment and needs additional support to develop work related skills (Individual Job Placement Support)
3. The individual needs support or training to change jobs, increase hours or otherwise advance in their career
4. The individual needs support in managing benefits such as Social Security, Ticket to Work, etc.

Supported Employment Individual should end and Maintenance Supported Employment should begin when the beneficiary has achieved competitive community based employment and requires support to maintain their placement.

Discharge Criteria

The criteria for discharge include one or more of the following:

1. The individual can maintain employment without supported employment services (i.e. supportive assistance is no longer needed or needed assistance can be reasonably accommodated by the employer)
2. The individual has requested discharge or expresses a decision not to work
3. The individual no longer meets criteria for the service
4. The individual has not achieved treatment goals despite documented efforts

Documentation Requirements

A daily full service note or grid that meets the criteria specified in the DMH/DD/SAS Records Management and Documentation Manual (APSM 45-2) is required. The DMH/DD/SAS Records Management and Documentation Manual can be found at:

<http://www.ncdhhs.gov/mhddsas/statspublications/Manuals/rmdmanual-final.pdf>

Service Exclusions

Total expenditures on SE cannot exceed the 1915(b)(3) resources available in the waiver.

SE may not be provided if the service is otherwise available under a program funded under the Rehabilitation Act of 1973, P.L. 94-142, or under the Individuals with Disabilities Education Act, 20 U.S.C. 1401 et seq.). For individuals with SMI per the IPS model, an individual may be open with the Division of Vocational Rehabilitation (VR) at the same time he or she is open with an SE provider. At no time should a provider bill both VR and the LME/MCO at the same time for the same person. Medicaid is always the payer of last resort. Therefore, Supported Employment Providers must be current VR Vendors.

Individuals on the Innovations waiver are not eligible for SE (b)(3) funded services.

SE may not be provided during the same time / at the same place as any other direct support Medicaid service.

IPS-SE may not be provided during the same authorization period as Assertive Community Treatment (ACT).

SE may not be provided to children ages 16 up to 21 who reside in a Medicaid funded group residential treatment facility.

SE may not be provided to individuals living in an ICF-IID.

Federal Financial Participation (FFP) is not to be claimed for incentive payments, subsidies, or unrelated vocational training expenses such as the following:

1. Incentive payments made to an employer to encourage or subsidize the employer's participation in a supported employment program;
2. Payments that are passed through to users of supported employment programs; or
3. Payments for training that are not directly related to a beneficiary's supported employment program.

While it is not prohibited to both employ a beneficiary and provide services to that same beneficiary, the use of Medicaid funds to pay for SE to providers that are subsidizing their participation in providing this service is not allowed. The following types of situations are indicative of a provider subsidizing its participation in SE:

1. The job/position would not exist if the provider agency was not being paid to provide the service;

2. The job/position would end if the beneficiary chose a different provider agency to provide the service;
3. The hours of employment have a one to one correlation with the amount of hours the services are authorized.

SE may not be provided by family members.

For individuals who are eligible for educational services under the Individuals With Disability Educational Act (IDEA), SE does not include transportation to or from school settings. This includes transportation to and from the participant's home, provider home where the participant is receiving services before/after school or any community location where the participant may be receiving services before or after school.

