

NORTH CAROLINA DEPARTMENT OF HEALTH AND HUMAN SERVICES

NC Innovations Supported Employment

Racine Allen

**Intellectual/Developmental Disabilities (I/DD) Policy Consultant
North Carolina Medicaid**

Dec. 10, 2025

Agenda

- Purpose of Supported Employment Service
- Supported Employment Service Definition
- Employment and Independence for People with Disabilities
- Supported Employment Phases
- Home and Community Based Services Requirements

Purpose

Purpose of NC Innovations Supported Employment Services

Assist beneficiaries in obtaining competitive integrated employment.

Learn skills to obtain a job

Learn skills of selected job

Work in an integrated setting

Work independently

Be active in individual's community

Service Definition

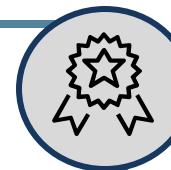
NC Innovations Supported Employment Service Definition

Service Description	<p>NC Innovations Supported Employment Service provides assistance based on individual circumstances and need to: explore, seek, choose, acquire, maintain, increase and/or advance in competitive integrated employment.</p> <p>Competitive integrated employment is an individual job in a competitive or customized employment, or self-employment, in an integrated work setting in the general workforce for which an individual is compensated at or above the minimum wage.</p>
Specific Criteria	<ul style="list-style-type: none">a. Must be on the Innovations Waiverb. Ages 16 or olderc. Beneficiary has expressed interest in seeking or maintaining competitive integrated employment
Exclusions/ Limitations	<p><u>Exclusions</u></p> <ul style="list-style-type: none">• Supported Employment services shall not occur in licensed community day programs.• Not available at the same time of day as Community Networking, Day Supports, Community Living and Support, Residential Supports, Respite, or State Plan Medicaid service that works directly with beneficiary. <p><u>Limits</u></p> <ul style="list-style-type: none">• <u>Adult beneficiary ages 22 and over who receives Residential Supports:</u> No more than 40 hours per week (in combination of Supported Employment, Community Networking, Community Living and Support, Day Supports)• <u>Child beneficiary through age 21 who receives Residential Supports:</u> No more than 20 hours per week during school year (in combination of Supported Employment, Community Networking, Day Supports) No more than 40 hours per week when school not in session (in combination of Supported Employment, Community Networking, Community Living and Support, Day Supports)• <u>Adult beneficiary ages 22 and over who resides in private home:</u> No more than 84 hours per week (in combination of Supported Employment, Community Living and Support, Community Networking, Day Supports)• <u>Child beneficiary through age 21 who resides in private home:</u> No more than 54 hours per week when school is in session (in combination of Supported Employment, Community Living and Support, Community Networking, Day Supports) No more than 84 hours per week when school is not in session (in combination of Supported Employment, Community Living and Support, Community Networking, Day Supports)

Employment and Independence for People with Disabilities

Employment and Independence for People with Disabilities

Employment and Independence for People with Disabilities (EIPD) is a division within North Carolina Department of Health and Human Services (NCDHHS) that assists individuals to overcome disability-related barriers and achieve their goals for competitive employment.



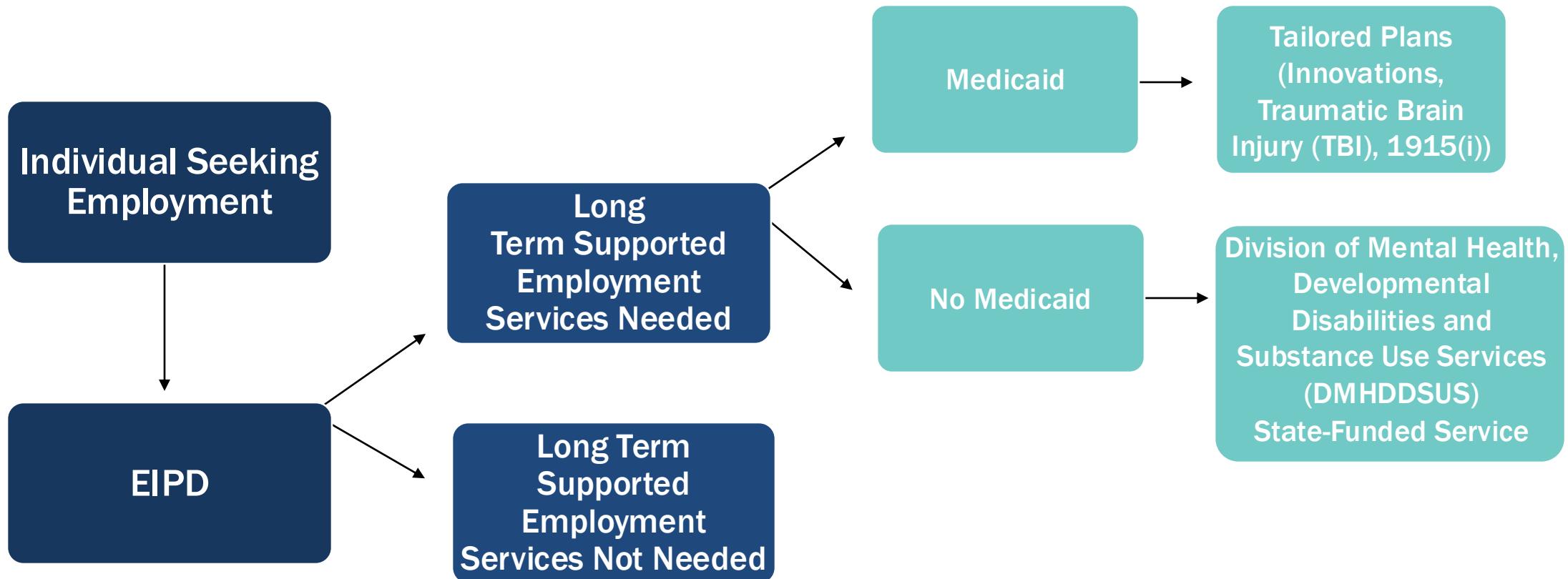
If an individual is interested in using Supported Employment (SE) services, they must first meet with EIPD.

Note:

If the individual has already completed the EIPD process, currently working and interested in exploring different job opportunities, they will not have to go back to EIPD again to obtain SE services.

Supported Employment Phases

Supported Employment Process Flow



Supported Employment Phases

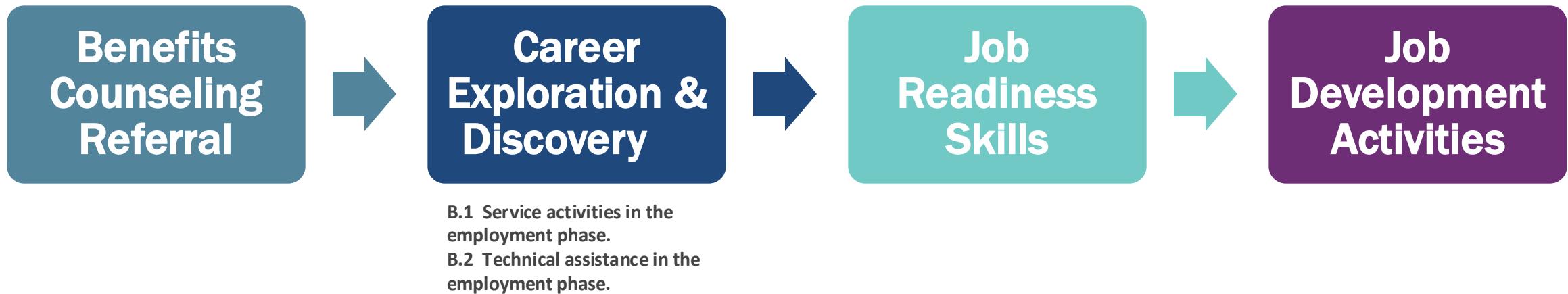
Pre-Employment

Employment
Stabilization

Long Term Support

Pre-Employment Phase

The Pre-Employment phase consists of the following activities which must occur before obtaining Competitive Integrated Employment (CIE):



Pre-Employment Phase



Activities

- Trying out jobs and activities
- Learning new skills
- Learning how a new job may affect other benefits they receive
- Searching and applying for jobs

Time Frame Best Practice:

- No more than 180 consecutive days

Employment Stabilization Phase

The goal of the Employment Stabilization Phase of this service is to:

- Enable a beneficiary to complete initial job training
- Develop skills necessary to maintain competitive integrated employment
- Successfully assimilate into the workplace

Typical activities include a variety of approaches to teach the beneficiary how to complete assigned job tasks.

It is critical that job fading occurs early during this phase to allow the beneficiary to develop on-the-job and natural supports. The Employment Stabilization Phase can also be used to stabilize a beneficiary's unique needs related to self-employment. This phase consists of the following activities that must occur when the beneficiary has obtained competitive integrated employment.

- C.1 Service activities in the Employment Stabilization Phase
- C.2 Continuation in the Employment Stabilization phase
- C.3 Discharge in the Employment Stabilization Phase
- C.4 Technical Assistance in the Employment Stabilization Phase

Employment Stabilization Phase



Activities

- Help member learn and keep a job
- Hands-on job training
- Demonstrating work tasks
- Build relationships
- Develop plan to complete a job without support

Time Frame Best Practice:

- No more than 365 days

Long-Term Supported Employment Phase

Activities in this are designed to help the beneficiary maintain competitive integrated employment, enable the beneficiary to work as independently as possible and prepare for a reduced level of staff support.

Activities in this employment phase include the following:

A. Coaching and employment support activities that enable a beneficiary to maintain their competitive integrated employment through at least monthly face-to-face activities, such as monitoring, supervision, maintaining skills necessary for job tasks and counseling.

B. Documented ongoing assistance, counseling and guidance for a beneficiary who operates a microenterprise self-employment once the business launched.

C. Employer consultation with the objective of identifying work-related needs of the beneficiary and proactively engaging in supportive activities to address the problem or need.

D. Providing ongoing technical assistance to employers regarding Federal Americans with Disabilities Act (ADA) accommodations and requirements.

E. Conducting documented work performance reviews, assisting the beneficiary to understand their level of work performance and developing a written plan to address work performance deficits.

Career Development Plan

The Career Development Plan identifies the beneficiary's employment interests, preferences and goals; describes the services and supports needed to achieve those goals; the persons, agencies and providers that will assist the beneficiary to meet those goals; and any obstacles to achieving competitive integrated employment and actions to address those obstacles.



Components of the Career Development Plan

The Career Development Plan shall be incorporated in the Individualized Service Plan (ISP) and include the following components:

- Goals and objectives related to obtaining, maintaining or advancing in competitive integrated employment.
- Documentation of individualized planning based on a beneficiary's choice to pursue working full-time, part-time or another goal identified by the beneficiary.

Home and Community Based Services Requirements

Home and Community Based Services (HCBS) settings requirements apply to Supported Employment Services

Characteristics

- Setting is integrated in and supports full access of a beneficiary receiving HCBS to the greater community;
- Individuals are provided opportunities to seek employment and work in competitive integrated settings, engage in community life and control personal resources;
- Individuals receive services in the community to the same degree of access as individuals not receiving HCBS;
- Individuals select the setting from among available options, including non-disability specific settings and an option for a private unit in a residential setting (with consideration being given to financial resources);
- Each individual's rights of privacy, dignity, respect and freedom from coercion and restraint are protected;
- Settings optimize, but do not regiment, individual initiative, autonomy and independence in making life choices;
- Settings also facilitate individual choice regarding services and supports, and who provides these.



APPENDIX

Resources



- [NC Innovations Waiver](#)
- [HCBS Resources](#)
- [Employment and Independence for People with Disabilities](#)