

# Inclusion Works for Tailored Care Managers

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# INCLUSION WORKS

**Began as a cross-divisional (DMHDDSUS, DHB, and EIPD) endeavor**

**Now a Cross Community Partnership:**

- People with Lived Experience, Family Members, Advocates, Policy Makers, Service Providers, Legislators, Employers**

**And**

- YOU!**



## Inclusion Works is Proud to Celebrate

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- October 2025 is the 40<sup>th</sup> year  
of celebrating

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**NATIONAL  
DISABILITY  
EMPLOYMENT  
AWARENESS MONTH**





What is CIE?

# Competitive Integrated Employment



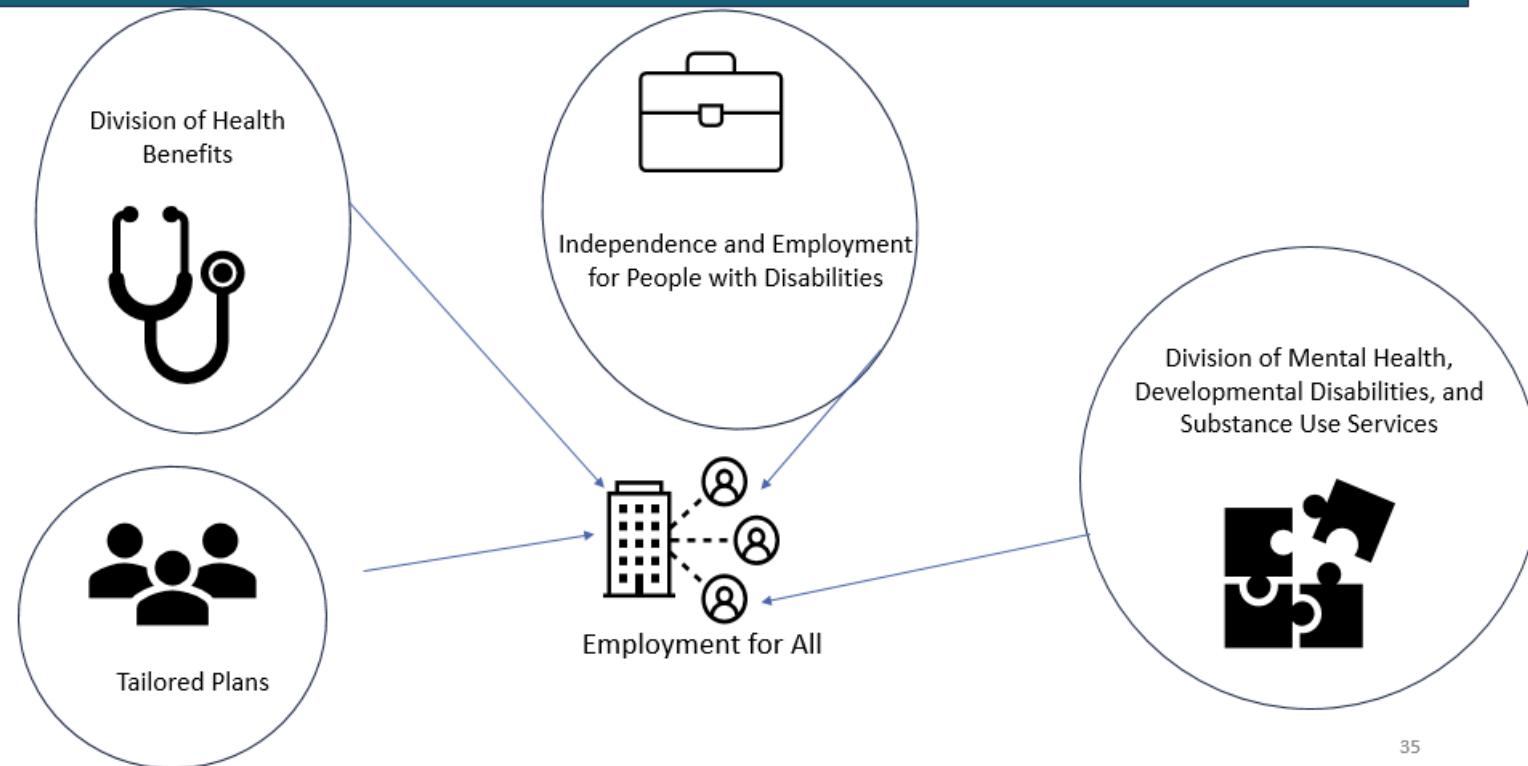
## Workforce Innovation and Opportunity Act 1998

**CIE is work that is performed on a full-time or part-time basis for which an individual is:**

- Compensated at or above minimum wage and wages are comparable to the customary rate paid by the employer to employees without disabilities performing similar duties and with similar training and experience
- Receiving the same level of benefits provided to other employees without disabilities in similar positions
- At a location where the employee interacts with other individuals without disabilities
- Presented opportunities for advancement similar to other employees without disabilities in similar positions

# How it Works

## Inclusion Works : One Team



# Adult Choices

- Adult choices can mean different things to different people:
  - Working for a company or another person
  - Self-Employment
  - Secondary Education
    - Both 2- and 4-year choices



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## Working With Purpose

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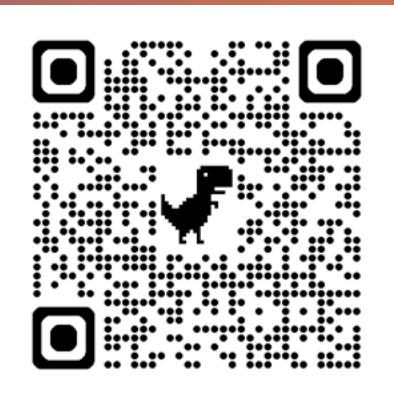
### Micah's Journey

# Inclusion Works Strategic Plan

The Strategic Plan published on 8-31-25  
**A FIVE-YEAR** roadmap to achieve  
employment opportunities for everyone  
who wants to work

## Goals

- Informed Choice
- Improve Services
- Engagement with ALL Community Stakeholder
- Maximize and Stabilize the Workforce
- Increase Employer Capacity



# Employment Assessments

Inclusion Works partnered with Work Together NC to ensure Informed Choice

WTNC developed an evidence-based process

These assessments are occurring now

People who complete the assessments  
are more likely to choose CIE

Up to 80%



# CIE Liaisons



CIE Liaisons are part of a new **collaborative** approach towards CIE supports and care management

North Carolina  
LME/MCOs



EIPD

CIE Liaisons are a **joint team** of LME/MCO and EIPD staff specializing in **CIE Referrals**

Their responsibilities include:

- Working with individuals who expressed interest in CIE during Employment Assessments
- Contacting families or guardians to discuss employment options
- Sharing information and resources about the benefits of CIE and available services
- Supporting individuals to apply for EIPD or Supported Employment based on their eligibility

# Relationship and Teamwork



**Because our focus and mission is about getting people to work, the system we build is working.**



TCM begins to assist

**Work Together NC** completes Employment Assessments and uploads documents to SharePoint site with EIPD.

**EIPD Outreach Team Lead** populates LME/MCO-specific Referral Progress Tracking sheets with member information and notifies CIE Coordinators of new referrals

**CIE Coordinator** identifies:

- Contact information for individual/ guardian
- Name and contact of TCM
- List of services individual is receiving/ authorized for

“Triage Meeting” to determine path of supports (SE vs EIPD) for individual and assign a Primary Case Manager based on team capacity

**CIE Coordinator** contacts individual and legally responsible person, supports individual to apply for EIPD or SE, and helps coordinate services

**EIPD Outreach Case Manager** contacts individual and legally responsible person, supports individual to apply for EIPD or SE, and helps coordinate services

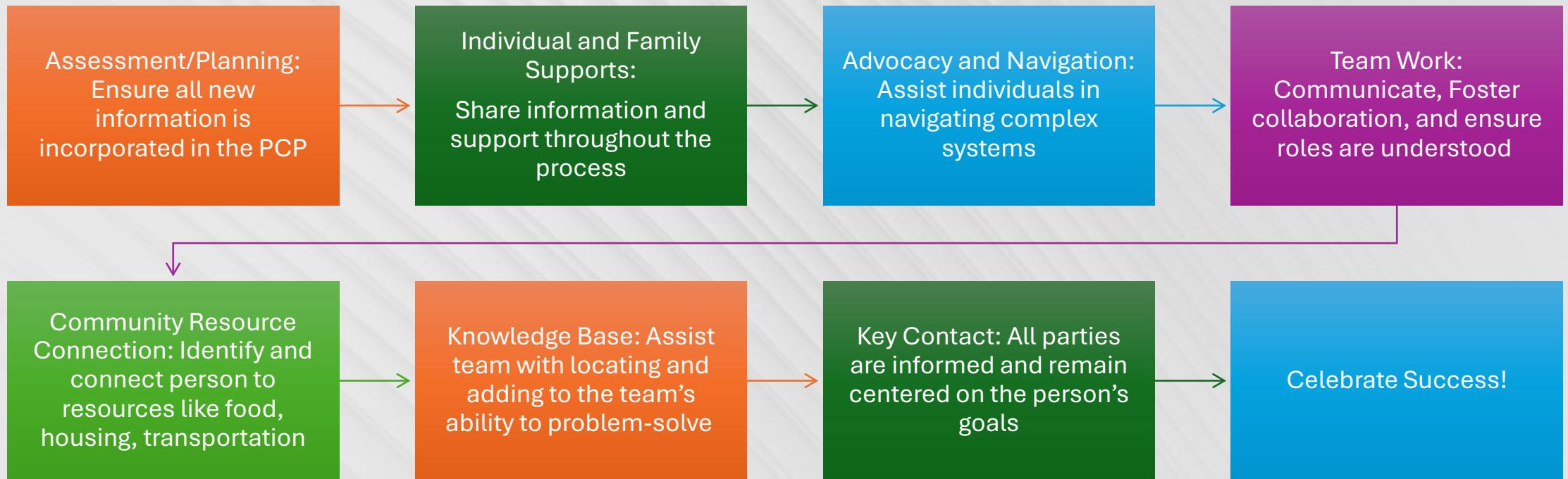
WTNC

CIE Coordinator

EIPD

Tailored Plans

# Tailored Care Managers are a KEY Player



# 2025-2026 TRAINING OPPORTUNITIES



The Wise Online Academy (WOA) 100 Series is an online training series based on customized employment core competencies.



**Work Together NC**  
*Possibility to Opportunity*

## Stay involved with updates from Inclusion Works!

Register for our bi-monthly  
[Lunch and Learns](#)



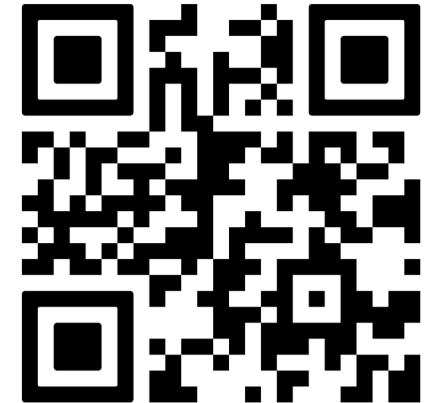
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