



NC CORE Milestones and Expectations

Milestone	Summary	This may be accomplished by:	Outcomes	Rate
Milestone 1: Initial Career /Educational Exploration and Initial Career Profile Development	Discuss the individual's interest in employment and education. Give information on the wide array of supports and resources in the IPS program. The initial development of the Career Profile includes exploring and documenting information from the individual in each section of the Career Profile. Although each section does not have to be complete, the following sections must be detailed: work history, health history,	<ol style="list-style-type: none"> 1. Through explanation of IPS, emphasize the team approach to the delivery of the service that also includes EIPD. 2. Referral to EIPD (if not already done) 3. Front-end collaboration with EIPD: Assist with EIPD Counselors engagement with the member, set up or participate in the EIPD Intake appointment, and provide EIPD Counselor with most recent documentation of the SMI/SPMI diagnosis. 4. Begin Career and/or Education Exploration 5. Benefits Counseling for those expressing concern that their benefits may be impacted by work. 6. Begin conversations about what Recovery looks like. 7. ESP/EPM collaborate to assist the individual with identifying employment goals and the initial development of the Career Profile. 8. Collaborate with the individual, natural supports, behavioral health provider, and EIPD on information needed to begin developing the Career Profile. 9. Incorporation of the EPM in the initial phase of the Career Profile when the member expresses reservations about their ability to work or personal barriers or self-limiting talk about employment. 	Completion of the Initial Career Profile (as described in the Summary)	\$2,120
			Deliverables/ Documentation	Frequency
			Career Profile Progress notes to document sections completed in the Career Profile	Once *It may take multiple meetings to complete the Career Profile; Milestone 1 can be

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	<p>disclosure, job search plan, employment goal, job support plan, and input from EIPD, behavioral health providers, and natural supports (when available).</p> <p>The payment is for completion of the initial development of the Career Profile.</p>	<p>10. EPM shares hope, self-efficacy, and their own recovery experiences.</p> <p>*Appointments and interactions with the individual must be in-person.*</p>		<p>billed after completion of the initial Career Profile sections.*</p>
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Milestone	Summary	This may be accomplished by:	Outcomes	Rate
<p>Milestone 2: Career Profile Completion</p>	<p>Continued development and completion of the first iteration of the Career Profile. Provide more detailed information to the initial sections identified in Milestone 1.</p> <p>Complete each additional section with detailed information. Sections include personal preferences, daily activity patterns, work interest and skills, benefits, finding work, getting ready for work, interpersonal skills, education experience, education preparation, military experience, planning for pre-employment screening process, vocational recovery and independence plan, and any additional pertinent information.</p>	<ol style="list-style-type: none"> 1. Ongoing collaboration and coordination with the behavioral health provider to foster use of high-fidelity practices. 2. Continue to collaborate with the individual, natural supports, behavioral health provider, and EIPD on information needed to complete all sections of this first iteration of a completed Career Profile. 3. Identify an employment goal and plans to lessen or remove barriers to successful job search and tenure. Detail tasks for each the individual, natural supports (if identified), the IPS team, EIPD, and behavioral health provider. 4. Continue to incorporate the EPM when the member expresses reservations about work/career directions or personal barriers or self-limiting talk about employment. 5. EPM shares hope, self-efficacy, and their own recovery experiences. 6. Refer for benefits counseling or continue benefits counseling (if not already done). 	<p>All sections of the Career Profile complete</p>	<p>\$4,240</p>
			<p>Deliverables/ Documentation</p> <p>Completed/ Signed Career Profile</p> <p>Progress notes to document sections completed in the Career Profile</p>	<p>Frequency</p> <p>Once</p>

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	<p>The job search plan is further developed and detailed for the skills and tasks for the individual and IPS team. The job support plan is detailed with the supports needed for each of the individual's identified needs and includes who, where, and how often the supports will be provided. This includes supports from EIPD, behavioral health providers, and natural supports (when available).</p> <p>Each section has detailed information from the individual, and when applicable, input from EIPD, behavioral health providers, and natural supports (when available).</p> <p>The Career Profile is a living document and</p>			
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	<p>should be updated as needed.</p> <p>The payment is for completion of the first iteration of the Career Profile.</p>			
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Milestone	Summary	This may be accomplished by:	Outcomes	Rate
Milestone 3-A: IPS Job Search [EIPD Milestone]	ESP and/or EPM assists the individual with developing and/or refining skills and tools that support a successful job search.	<ol style="list-style-type: none"> 1. Assisting with submitting employment applications either with or without the individual. 2. Personal disclosure discussions. 3. Ongoing discussions on employment being an essential tool in recovery. 4. Development of interview skills, mock interviewing, or supporting the individual in interviews. 5. Soft skill development. 	Submission of 15 applications- Milestone earned when application goal has been reached or employment has been secured with evidence of job search activities.	EIPD \$2,910
			Deliverables/ Documentation	Frequency
			<ul style="list-style-type: none"> • Develop and refine tools for job search to include interviewing instruction, resume development, disclosure discussion, employment as recovery conversations. • Submission of 15 Applications - Milestone earned when application goal is met or employment obtained. • This milestone can be repeated multiple times, however, if additional job search efforts are required after earning this milestone twice, the provider must consult with Program Specialist for Behavioral Health for consideration of continued job search efforts. • Progress notes showing evidence of job search activities or development of tools to aid in job search. • Job Search Log showing evidence of application submission: date of application, employer, position, method of submission, and follow up details. • Copy of the Job Search Plan from the Career Profile. 	Multiple

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			<ul style="list-style-type: none">• Job Start and Job Support Plan (if employment has been secured).	
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Milestone	Summary	This may be accomplished by:	Outcomes	Rate
<p>Milestone 3-B: IPS Employer Networking</p> <p>[EIPD Milestone]</p>	<p>IPS Employer Networking involves systematic job development in which the employment specialist outreaches, visits, and develops relationships with employers to learn about their business needs and hiring preferences. Employers are selected based on job seeker preferences and should be directly related to the Career Profile vocational goals. Employer Networking involves face to face meetings.</p>	<ol style="list-style-type: none"> 1. Milestone can be earned when 12 face to face contacts with hiring personnel are complete with priority given to the Career Profile vocational goal. 2. Or Employment has been obtained and there is documented face to face employer contacts with hiring personnel regardless of the number of face-to-face contacts. 3. This milestone can be repeated multiple times, however, if additional employer networking efforts are needed after earning this milestone twice the provider must consult with the funding source for consideration of continued employer networking efforts. 	<p>Evidence of a minimum of 12 face-to-face contacts with employers or</p> <p>If employment has been secured there must be documented face-to-face employer contacts, but there is no minimum requirement.</p>	<p>EIPD \$3,410</p>
			<p>Deliverables/ Documentation</p> <ul style="list-style-type: none"> • Evidence of a minimum of 12 face to face meetings if employment hasn't been secured. • Evidence of face-to-face meetings if employment has been secured, but no minimum. • Copy of the job search plan in the Career Profile. • Copy of the employer contact log that includes date of contact, employer, employer point of contact, employer email/phone number, address, and purpose of contact, and outcome/result of contact. 	<p>Frequency</p> <p>Multiple</p>

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Milestone	Summary	This may be accomplished by:	Outcomes	Rate
Milestone 3-C: IPS Job Placement + 3 Days Support [EIPD Milestone]	IPS Job Placement + 3 Days of support is the time spent with the individual providing specific coaching and training needs that support job retention. Supports can be onsite or offsite given the individuals disclosure preferences.	<ol style="list-style-type: none"> 1. There are 3 individual face-to-face contacts with the IPS recipient on or after the first day of employment. 2. Interventions should reflect the job supports identified in the Career Profile and support job retention. 3. Face to face contacts do not need to be consecutive but do need to 3 individual workdays. 	Evidence of 3 individual face-to-face contacts have been made on or after the first day of employment.	EIPD \$2,160
			Deliverables/ Documentation	Frequency
			Evidence of 3 progress notes showing evidence of face-to-face contact with the individual that demonstrates the interventions that support job retention.	Multiple

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Milestone	Summary	This may be accomplished by:	Outcomes	Rate
<p>Milestone 4: Job Support and Vocational Recovery</p> <p>[EIPD Milestone]</p>	<p>Phase where direct job supports are provided.</p> <p>Job supports are provided at a minimum weekly. Focused on issues that can result in job loss or issues that resulted in job loss in the past. These job supports are typically identified in the Career Profile and the ESP works with the individual on how to overcome challenges that have resulted in job loss in the past.</p>	<ol style="list-style-type: none"> Weekly job supports provided on-site or off-site depending on the individual's disclosure preferences. Job Support should be face-to-face with the individual. Weekly job supports may include direct advocacy time with the individual's employer (if this is the preference of the individual), non-employment advocacy time, offsetting barriers with community resources, skill development, and contacts are preferably should be in person. Supports should meet the individual needs of the individual through behavioral health interventions, ongoing benefits counseling, support from the EPM, identifying natural supports, managing relationships with co workers and or supervisors, and continuation of identifying barriers that can lead to job loss. Vocational Recovery should be discussed with the EIPD Counselor and individual. This agreed upon date should be documented in some form in the documentation provided to EIPD. 	<p>The individual begins showing signs of requiring less intensive job supports and has overcome challenges that could have resulted in job loss (Vocational Recovery).</p>	<p>EIPD \$4,240</p>
			<p>Deliverables/ Documentation</p>	<p>Frequency</p>
			<p>Follow-Along Support Plan (in Career Profile or Separate document)</p> <p>Progress Notes documenting Weekly face-to-face contact with the individual or employer summarizing interventions provided to support job retention.</p> <p>Documentation of date for EIPD approval of beginning of Vocational Recovery (Documentation of the discussion with the EIPD Counselor)</p>	<p>Multiple</p>

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Milestone	Summary	This may be accomplished by:	Outcomes	Rate
<p>Milestone 5-A: IPS Vocational Recovery + 30 days [EIPD Milestone]</p>	<p>Job supports are provided monthly to fine tune and monitor progress made in the previous milestone. Continue to evaluate for issues that could result in job loss, but overall, the individual is working independently.</p>	<ol style="list-style-type: none"> 1. Monthly contact with the individual to follow up on progress with employment. 2. Addressing new issues or concerns with employment. 3. Benefits Counseling if needed by the individual. 4. Support from the EPM to support employment or other issues related to their recovery. 5. Collaboration with the individual’s behavioral health provider and continued development of natural supports. 6. Continuation of identifying individual needs and ongoing treatment options. 	<p>Individual continues to maintain employment 30 days post the date of Vocational Recovery.</p>	<p>EIPD \$2,120</p>
			<p>Deliverables/ Documentation</p> <p>Progress notes that show evidence of a minimum of 2 face-to-face contacts that include updates on work satisfaction or other issues that impact job retention for 30 days after the vocational recovery date.</p> <p>Indefinite supports written plan (in Career Profile)</p>	<p>Frequency</p> <p>Multiple</p>

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Milestone	Summary	This may be accomplished by:	Outcomes	Rate
Milestone 5-B: IPS Vocational Recovery + 60 days [EIPD Milestone]	Job supports are provided monthly to fine tune and monitor progress made in the previous milestone. Continue to evaluate for issues that could result in job loss, but overall, the individual is working independently.	<ol style="list-style-type: none"> 1. Monthly face-to-face contact with the individual following to follow up on progress with employment. 2. Addressing new issues or concerns with employment. 3. Benefits Counseling if needed by the individual. 4. Support from the EPM to support employment or other issues related to their recovery. 5. Collaboration with the individual’s behavioral health provider and continued development of natural supports. 6. Continuation of identifying the individual’s needs and ongoing treatment options. 	Individual continues to maintain employment 60 days post the date of Vocational Recovery.	EIPD \$2,120
			Deliverables/ Documentation	Frequency
			Progress notes that show evidence of a minimum of 2 face-to-face contacts that include updates on work satisfaction or other issues that can impact job retention 30 days after the outcome date of the prior milestone. Indefinite supports written plan (in Career Profile)	Multiple

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Milestone	Summary	This may be accomplished by:	Outcomes	Rate
<p>Milestone 5-C: IPS Vocational Recovery + 90 days [EIPD Milestone]</p>	<p>Follow along supports are provided monthly to fine tune and monitor progress made in the previous milestone. Continue to evaluate for issues that could result in job loss, but overall, the individual is working independently.</p>	<ol style="list-style-type: none"> 1. Monthly contact with the individual following to follow up on progress with employment. 2. Addressing new issues or concerns with employment. 3. Benefits Counseling if needed by the individual. 4. Support from the EPM to support employment or other issues related to their recovery. 5. Collaboration with the individual's behavioral health provider and continued development of natural supports. 6. Continuation of identifying individual's needs and ongoing treatment options. 	<p>Individual continues to maintain employment 90 days post the date of Vocational Recovery.</p>	<p>EIPD \$2,120</p>
			<p>Deliverables/ Documentation</p>	<p>Frequency</p>
			<p>Progress notes that show evidence of a minimum of 2 face-to-face contacts that include updates on work satisfaction or other issues that can impact job retention 30days after the outcome date of the prior milestone</p> <p>Indefinite supports written plan (in Career Profile)</p>	<p>Multiple</p>

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Milestone	Summary	This may be accomplished by:	Outcomes	Rate
Milestone 6: Long-Term Job Retention	A time unlimited support; repeat milestone, revisited monthly	<ol style="list-style-type: none"> 1. Monthly face to face contacts based on the individual’s Career Profile and identified needs. 2. ESP and EPM continue to support the individual in employment by providing employment supports and utilizing tools like the vocational WRAP plan, V IMR, or goals identified in the Career Profile. 3. Follow along supports can also include short-term retraining if there is a job change or support around identified performance issues that could potentially lead to job loss. 4. Continued conversations on personal disclosure. 5. Support by the ESP and EPM to identify and plan for continued vocational recovery and independence. 6. ESP and EPM will continue to assess and develop effective methods that will allow individual independence. This can be achieved by utilizing the continued support from the individual’s behavioral health provider, development of natural supports, and further skill development. 	Job retention	\$1,590 /month
			Deliverables/ Documentation	Frequency
			Case notes that demonstrate supports and ongoing need, requires an in-person meeting	Monthly

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Milestone	Summary	This may be accomplished by:	Outcomes	Rate
<p>Milestone 7 (Optional): Career Advancement</p>	<p>Job providing better growth</p>	<p>The ESP and EPM support the individual when employed and determines they would like to work towards:</p> <ul style="list-style-type: none"> • an internal promotion • an external job that would result in advancement/ growth • an increase in pay • a new title <p>The ESP and EPM may:</p> <ul style="list-style-type: none"> • use motivational interviewing to explore the pros and cons of a possible job change • coordinate meeting with the benefits counselor • arrange opportunities to talk to people in positions/jobs the client is considering • revisit the V WRAP or V IMR plans (EPM) 	<p>Internal promotion, external job that would result in advancement/ growth, increase in pay, increased hours, a new title.</p> <p>Increase in pay is not required.</p>	<p>\$743</p>
			<p>Deliverables/ Documentation</p>	<p>Frequency</p>
			<p>Submitting updated Career Profile</p>	<p>Three times</p>

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Milestone	Summary	This may be accomplished by:	Outcomes	Rate
Milestone 8 (Optional): Educational Advancement	An employment service that supports an individual completing education	<ol style="list-style-type: none"> 1. Helping the individual with identifying education programs and actual enrollment procedures. 2. Assisting the individual on identifying grants or other funding sources to pay for post secondary education. (filing for FAFSA or applications for grants or scholarships) 3. Working with the individual on how to they are going to manage working and going to school and effective self care methods. 4. Assisting the individual with enrolling in their identified education program. 5. Once enrolled, helping the individual connect with disability services if there are accommodations that would further support success in the educational program. 6. Helping the individual with developing a schedule, transportation plan, sleep hygiene, and encouragement. 7. Support through assessment and referral for basic needs issues that arise. 8. Assisting the individual with issues that can affect progress in school: struggling with a professor or coursework, development of coping skills or self care, interpersonal skills, etc. 9. Identifying resources to help with tutoring or other supports. 	Copy of certificate or grade report at the end of quarter/semester (as appropriate), pass or fail.	\$1,060
			Deliverables/Documentation	Frequency
			Copy of certificate or grade report at the end of quarter/semester (as appropriate), pass or fail	Three times

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Milestone	Summary	This may be accomplished by:	Outcomes	Rate
Milestone 9: Vocational Recovery & Independence	Vocational Recovery and Independence is met when the individual has met the goals identified in their Career Profile.	<ol style="list-style-type: none"> 1. Stable employment, as defined by the Career Profile 2. Has received adequate training and support 3. No longer needs direct support from the IPS team 4. Natural supports and knowledge have been developed to allow for continued vocational recovery and independence. 	Outlined goals are achieved	\$1,590
			Deliverables/ Documentation	Frequency
			Updated Career Profile with Vocational Recovery and Independence Plan in notes	Once