

# Managed Care Organization (MCO)

As an **Managed Care Organization (MCO)**, I can expect the individuals listed below to:

## Job Seeker

- Participate in development of their Member-Centered Plan (MCP).
- Invite people to employment planning meetings, facilitate and participate in meetings, and be a part of the decision-making process about their employment outcomes.
- Be a full partner in the employment process.
- Complete activities that help identify their competitive integrated employment goals.
- Ask questions, share ideas, feelings, and thoughts, along with use of their social capital/networks and that of their family and friends to help in the desired job search.
- Explore what skills, experiences, and interests the job seeker has and help develop an employment plan to achieve their desired employment goals.
- Communicate significant changes in their life that may affect their employment outcomes and goals (e.g., change of where they live, who they live with, or medication, illnesses, transportation issues, etc.).
- Sign release of information forms to allow partners on the employment team to be active participants in employment planning.

## Legal Decision Maker (LDM)

- Encourage and support the job seeker to pursue a job or further training to get a job.
- Help the job seeker apply for vocational services and explore service options.
- Help the job seeker explore what they want to do for a job in the community.
- Be an active participant in and support the employment process.
- Encourage the employment team to be active participants in the job seeker's employment planning.
- Help the job seeker complete activities that will help them meet their employment goals.
- Help the job seeker invite team members to employment planning meetings.
- Share their community connections/social networks to assist with job development.
- Help the job seeker make sure their employment activities are coordinated and successful.
- Communicate significant changes with the job seeker to the employment team, that may affect progress toward achieving employment goals.
- Provide release of information consent for employment team members to help the job seeker learn about services, encourage them to get to know the job seeker, and help them work toward competitive integrated employment goals.

## Division of Vocational Rehabilitation (DVR) Representatives

- Provide information about DVR services, attend joint meetings, as invited and necessary, and help the job seeker determine their employment goals and activities for achieving their goals for employment and school options.

- Send the job seeker a referral form or online link to the referral form, when requested, to determine eligibility for DVR services.
- If eligible and off the waitlist, help the job seeker develop their Individualized Plan for Employment (IPE), coordinate this plan and services with the employment support team plans which may include the Managed Care Organization's Interdisciplinary Team (IDT) staff, or IRIS Consulting agency IRIS consultant, along with any other agency's plan.
- Provide services to help the job seeker achieve their employment goal and ensure progress is being made toward that goal.
- Review and update the job seeker's IPE annually or as needed with the job seeker and their employment team.
- Invite IDT staff to participate throughout the DVR process, including invitations to the DVR post-career profile meeting, DVR 60-day on-the-job meeting, and DVR prior-to-transition meeting.
- Discuss Work Incentive Benefits Counseling with the job seeker, if needed.
- Prior to case closure, consult with the job seeker and the employment team when the job seeker meets progress measures and achieves their employment goals with employment supports in place.
- Coordinate the job seeker's transition from DVR to long-term care support with the employment team.
- Inform job seeker of their appeal rights if they disagree with a decision of their DVR counselor.

### **Aging and Disability Resource Centers (ADRC) or Tribal Aging and Disability Resource Specialist (Tribal ADRS)**

- Assist the job seeker to identify the full range of community resources and other benefits and services that may be available to them (e.g., DVR, FoodShare, etc.).
- Determine the job seeker's initial functional eligibility for Family Care, Family Care Partnership, and IRIS through the Long-Term Care Functional Screen (LTCFS).
- After eligibility is determined, provide enrollment counseling for Family Care, Family Care Partnership, and IRIS to help the job seeker enroll in the program of their choice.
- Refer the job seeker for Mental Health/Substance Use Disorder (MH/SUD) Functional Screen or perform screen if applicable when they have interest in receiving psychosocial rehabilitation services.
- Provide information about competitive integrated employment and employment support options.
- Exchange information with other members of the employment team with a signed release of information.
- Inform the job seeker of their appeal rights if there is disagreement with the functional eligibility determination from the ADRC/Tribal ADRS.

### **Behavioral Health (BH) Provider**

- Help create person-centered plans to meet behavioral and mental health goals, such as exploring and managing feelings and knowing strengths, interests, and future career plans.
- Identify supports and services to help manage physical, mental, and behavioral health such as managing medications, learning life skills, finding, and attending therapy and support groups, building peer connections, and developing coping skills.
- Provide support by attending team meetings when invited, including DVR post-career profile, DVR 60-day on-the-job, and DVR prior-to-transition meetings.
- Assist with making connections to employment service providers and DVR, as applicable, and ensure that supports are coordinated and successful.
- Address ongoing support needs so the job seeker can continue to meet their employment outcomes and maintain employment.
- Participate in the coordination of the transition to long-term employment support from vocational provider to natural support providers (including behavioral health provider).
- Communicate information, changes, and updates to the employment team that could possibly impact the job seeker and their job.
- Assist with understanding the intent, scope, and rights to privacy when signing releases of information, including making sure that the releases are specific to the information being requested.
- Inform the job seeker of their appeal rights if they disagree with a decision made throughout the treatment planning process.

### **IRIS (Include, Respect, I Self-Direct) Consultant Agency (ICA)**

- Not applicable.

### **Vocational Services Provider**

- Listen to the job seeker about what they want to do for work, where they would like to work, and provide support to them to meet their employment goal(s).
- Deliver services using best practices including individualized, person-centered, strength-based employment planning and support in a timely manner.
- Help the job seeker determine their preferences for employment.
- Contact employers on behalf of the job seeker to find and maintain a job.
- Collaborate with the job seeker to explore their existing networks.
- Provide a variety of community-based work experiences for the job seeker to learn about their skills, abilities, and interests.
- Provide written reports to DVR as required by the DVR technical specifications and provide copies to employment team if requested, along with any other documentation as required.
- Attend and actively participate in employment team meetings, communicating progress and changes.
- Collaborate with the job seeker and their team to identify quality job matches that benefit both the job seeker and employer.
- Provide on-the-job support with the intentional goal of maximizing independence.

- Help maximize job seeker independence by exploring avenues to fade support including natural, remote, and paid coworker support, including assistive technology.
- Provide ongoing support services to both the job seeker and their employer, when needed.
- Coordinate with the employment team throughout the DVR process, including participation in the DVR post-career profile, DVR 60-day on-the-job, and DVR prior-to-transition meetings.
- Continue to attend employment team meetings, as needed, after the transition from DVR services to long-term support.

## **As a Managed Care Organization (MCO)**

### **I am expected to:**

- ✓ Participate in employment team meetings.
- ✓ Provide information, resources, and options to help pursue competitive integrated employment goals and outcomes.
- ✓ Help the job seeker think about what they would like to do for work and what they need to do to achieve their outcomes while completing their member-centered plan (MCP).
- ✓ Attend meetings and participate throughout the DVR process, including engaging in the DVR post-career profile meeting, DVR 60-day on-the-job meeting, and DVR prior-to-transition meeting.
- ✓ Participate in employment service planning with employment team members to coordinate and align services.
- ✓ Encourage the job seeker to include others like residential care providers, behavioral support specialists, vocational providers, natural supports, and anyone else who might be helpful in achieving employment outcomes.
- ✓ Refer members for MH/SUD Functional Screen if interested in receiving psychosocial rehabilitation services.
- ✓ Invite behavioral health staff to participate in semi-annual member-centered plan meetings throughout the treatment planning process, including ongoing employment discussions and meetings with the employment team to be engaged in decisions about the job seeker's employment outcomes.
- ✓ Attend annual or semi-annual team meetings (sometimes called the Treatment Team or Recovery Team Meeting). This includes participating in planning for supports and sharing information while creating the behavioral health treatment plan.
- ✓ Communicate information, changes, and updates that could affect the job seeker's progress in meeting their employment outcomes (e.g., residential moves, transportation, health issues, medication changes etc.).
- ✓ Help the job seeker achieve their goals.
- ✓ Assist the job seeker to apply for DVR services.
- ✓ Coordinate funding and available services and supports in the Family Care benefit package.
- ✓ Monitor the job seeker's progress.
- ✓ Encourage and support active involvement of the job seeker in the employment process.

- ✓ Review Family Care or Family Care Partnership member centered plan (MCP) to measure long-term care outcomes for effectiveness and cost effectiveness as needed, or minimally every six months.
- ✓ Inform the job seeker of their Family Care appeal and grievance rights.