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LME-MCO Communication Bulletin #J235

Date: February 14, 2017

To: LME-MCOs

From: Mabel McGlothlen, Team Leader for System Performance and Project Management, DMH/DD/SAS and Deb Goda, Behavioral Health Unit Manager, Community Based Services, DMA

Subject: Individual Placement Support (IPS) – Supported Employment Fidelity Evaluations

The Division of Mental Health, Developmental Disabilities, and Substance Abuse Services (DMH/DD/SAS) continues to partner with the Institute of Best Practices at the UNC-Chapel Hill Center for Excellence in Community Mental Health on the growth of IPS. Fidelity evaluations are not only a part of the Transitions to Community Living Initiative, they are also a required part of the DMH/DD/SAS State funded IPS for Adult Mental Health/Adult Substance Use Service Definition and a critical component of quality improvement planning.

In order for our evaluators to complete their evaluations in a timely and accurate manner, they must have access to data both prior to and if requested, after the on-site evaluation. Moving forward, it is expected that LME-MCOs and IPS providers adhere to the timeline established below:

Step or Function	Timeframe for Completion/Submission	Responsible Party
IPS team is notified of upcoming evaluation	4-6 weeks before the on-site evaluation is scheduled	Fidelity Evaluation team
Pre-visit data and spreadsheets are completed and returned to the IPS evaluation team	2 weeks before the first day of the on-site evaluation	IPS team
On-site Fidelity Evaluation	2-day on-site review	IPS providers and partners, and Fidelity Evaluation team

IPS preliminary fidelity score is provided to the IPS team*	15 days after the completion of the on-site evaluation	Fidelity Evaluation team
Draft IPS fidelity evaluation report is provided to the IPS team	30 days after the IPS preliminary fidelity score has been provided to the IPS team	Fidelity Evaluation team
IPS team review draft IPS fidelity evaluation report and option to contest up to three scoring points^	10 days after receipt of draft IPS fidelity evaluation report	IPS team
Complete, final evaluation report is sent to the IPS team^	Report not contested: 5 days Report contested: 15 days	Fidelity Evaluation team
LME-MCO will be notified of the IPS fidelity score. Full fidelity evaluation report will be sent to the LME-MCO when IPS team did not meet fair fidelity.	At the time the final evaluation is sent to the IPS team	DMHDDSAS AMH team staff

*If an evaluation team finds they need information after the on-site review has been completed, the IPS team has 5 business days after the information is requested to submit it to the lead evaluator. This process can lengthen the time to receive the preliminary score and full report.

^All IPS teams will be provided 10 business days to review their report and have the opportunity to contest no more than three scoring points with objective data. Any data to support contested scoring points must be provided at the end of the 10 business day review. If no information is submitted during this time frame, the score will be finalized. If a team contests any items, it will add 15 days to the receipt of the full, final report.

It is ultimately the IPS team's responsibility to ensure that the evaluation team has timely access to all data required and requested. If evaluators do not have access to the above listed data sets in the timeframes identified, the evaluation team will complete their scoring based on the information they have. Please note that the Timeframe for Completion/Submission is a requirement, not a recommendation.

If you have any questions, please contact Stacy A. Smith at stacy.smith@dhhs.nc.gov or 919-715-2368.

Previous bulletins can be accessed at: <http://www.ncdhhs.gov/divisions/mhddsas/joint-communication-bulletins>

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