

# JOB COACHING REPORTING & INCENTIVES

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DORS Staff and CRPs  
June 2016

Presented by:

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# History

- 15+ years since rates have increased significantly
  - Moved from a three tier system to a two tier system
  - Current Rates:
    - Tier 1 DDA, BHA and CARF Accredited CRPs (highest rate)
    - Tier 2 DORS Accredited
    - Milestone Rates: BHA Evidence Based Supported Employment Providers
- 2014 ICI RTAC Project was accepted and a plan was developed to examine rates, reporting, and monitoring.
- Stakeholder input
  - CRPs (survey, core group, CRP advisory Committee)
  - Consumers (focus groups)
  - DORS Staff (survey, core group)

# History

- Technical Assistance was provided by GW TACE Center and Subject Matter Experts at ICI, UMass.
  - Information was reviewed from other states regarding rates and services
- Results of stakeholder input was synthesized and the proposed changes were presented to ICI at the final Technical assistance meeting in April 2015.
- Recommendations were presented to DORS Executive Staff and the SRC.
- Based on Feedback received, the following pages represent the resulting changes for rates and reporting for Job Placement and Job Coaching Services.
- Information outlined on the following pages becomes effective for reporting beginning **July 1, 2016.**

# Rates- Services Beginning July 1, 2016

- New Rates:
  - The increased rates were developed using the suggested percentages by both the DORS staff and CRPs from the surveys (avg. 22%).
    - Tier 1 DDA, BHA and CARF Accredited CRPs (highest rate): \$47 per hour
    - Tier 2 DORS Accredited: \$38 per hour
    - Milestone 1: \$1400; Milestone 2 and 3 remain the same.
- Addendums will be sent to CRPs shortly detailing the new rates and reporting requirements.

# DORS Referral to CRPs

- Copy of IPE
- Information regarding specialized disability population
- Ex-offender status (if known)
  - **Does not include** traffic offenses, divorce, bankruptcy, or civil matters in which the individual was a defendant/plaintiff. If in doubt, resolution will be sought prior to authorizing the corresponding incentive.
- Other information necessary for CRP staff to understand the consumer's strengths, weaknesses, accommodations, etc.

# Reporting Requirements

## Job Placement/Coaching Services Progress Report

**Supported Employment (includes BHA, DDA, ACT, and ABI)**

**Non-Supported Employment**

**DORS Counselor:** \_\_\_\_\_

**Phone:** \_\_\_\_\_

**Client Name:** \_\_\_\_\_

**Report Period:** \_\_\_\_\_ to \_\_\_\_\_

**CRP Name:** \_\_\_\_\_ **Phone:** \_\_\_\_\_

**CRP Contact:** \_\_\_\_\_ **Email:** \_\_\_\_\_

**DORS Employment Goal (as stated on IPE):** \_\_\_\_\_

**Primary Disability:** \_\_

**Ex Offender:** \_\_

**Check the authorized service this report covers:** Job Development Prep  
Interviewing Assistance Job Coaching for Placement Job Coaching for Job Support

# Job Development Prep



## Job Development Prep

**Initiate within 30 days from the date of the Authorization**

(8 hours maximum: 6 hours - resume development, interview prep and cover letter creation and 2 hours for job placement plan development.)

**Attach Resume, Cover Letter and/or Job Placement Plan. Describe Interview Preparation Activities.**

<b>Activity</b> (Includes resume prep, cover letter development, interview prep and the creation of a job placement plan)	<b>Date</b>	<b>Hours</b>	<b>Result</b>
1 Resume Developed	8/1/16	2.5	Updated Resume
2 Cover letter Created	8/7/16	2	Updated Coverletter
3 Practiced Interviewing Skills	8/14/16	1.5	Created Interview Reminder List
4 Job Placement Plan Developed	8/21/16	2.0	Attached
Total Number of Hours:		8.0	

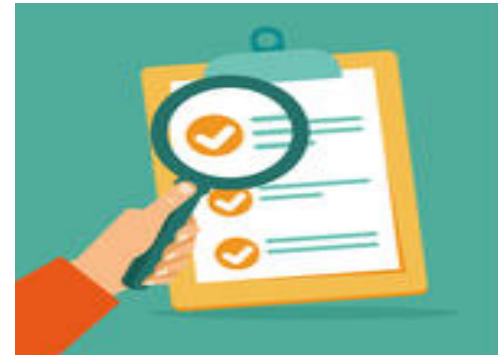
# Job Development Prep

- The work that is done with a consumer prior to beginning job placement services to assure that the individual is prepared to engage in job search.
- Many of our consumers will be able to obtain a resume and cover letter using one-stop services or business support staff employed by DORS.
- Others will require more specialized intensive assistance available at our Community Rehabilitation Programs (CRPs).
- The more intensive service will include the development of a resume, cover letter, opportunities to practice interviewing and the development of a placement plan.
- Applies to DDA SEP, BHA SEP (Not EBPSE including ACT), and Non Supported Job Coaching.
- Service requires pre-authorization by DORS counselor.



# Job Placement Plan

- Required Elements:
  - Employment Goal
  - Agreed upon # meetings per week
  - Responsibilities (activities to be completed) of:
    - Consumer
    - CRP Staff
  - Consumer Signature



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# Interviewing Assistance



## Interviewing Assistance (5 hours at a time)

Accompanying an Individual during an Interview, transporting an individual to/from interview

**Attach Job Log and complete the section below**

Activity/Location	Date	Hours	Result
1 Drove Sue S to Home Depot for Interview	8/1/16	1.5	Completed Interview.
2 Participated in interview with Sue S at Barnes and Noble	8/2/16	1.0	Completed Interview. Expecting call back.
3.			
Total Number of Hours:		2.5	

# Interviewing Assistance

- Direct services provided to an individual that include:
  - Accompanying the individual during an interview
  - Transporting the individual to an interview
- Activities will be noted on Job Log

# Job Log

## Maryland Division of Rehabilitation Services Job Development Log

Client: \_\_\_\_\_ Month/Year: \_\_\_\_\_ Job Preference: \_\_\_\_\_

Preferred Work Hours: \_\_\_\_\_ Preferred Wage: \_\_\_\_\_

Date	Business Name & Address	Phone Number	Contact Person	Job Type/ Title	Contact Type	With Client Present	Results of Job Development Activity and Needed Follow-up	Hours
_____	_____	_____	_____	_____	<input type="checkbox"/> At Business <input type="checkbox"/> Phone <input type="checkbox"/> Email <input type="checkbox"/> Internet	<input type="checkbox"/> Yes <input type="checkbox"/> No	_____	_____
_____	_____	_____	_____	_____	<input type="checkbox"/> At Business <input type="checkbox"/> Phone <input type="checkbox"/> Email <input type="checkbox"/> Internet	<input type="checkbox"/> Yes <input type="checkbox"/> No	_____	_____
_____	_____	_____	_____	_____	<input type="checkbox"/> At Business <input type="checkbox"/> Phone <input type="checkbox"/> Email <input type="checkbox"/> Internet	<input type="checkbox"/> Yes <input type="checkbox"/> No	_____	_____
_____	_____	_____	_____	_____	<input type="checkbox"/> At Business <input type="checkbox"/> Phone <input type="checkbox"/> Email <input type="checkbox"/> Internet	<input type="checkbox"/> Yes <input type="checkbox"/> No	_____	_____
_____	_____	_____	_____	_____	<input type="checkbox"/> At Business <input type="checkbox"/> Phone <input type="checkbox"/> Email <input type="checkbox"/> Internet	<input type="checkbox"/> Yes <input type="checkbox"/> No	_____	_____

CRP Staff Name: \_\_\_\_\_ Client Signature: \_\_\_\_\_

Date: \_\_\_\_\_ Date: \_\_\_\_\_

# Job Coaching for Job Development/Placement

## Job Coaching for Job Development/Placement

(20 hour increments as authorized)

(Attach job log and the Daily Record of Job-Coaching Hours used for Job Placement and/or Job Support)

Was the consumer placed in a position this month? **Yes** **No** (if yes, complete next section)



### Performance This Month

Performance This Month			
Targeted Job Development Activities List each objective separately. Specify items from Job Placement Plan including the client's responsibilities. Attach consumer job log. Review activities each month with client.	Targeted Achievement Date	Achieved	
		Yes	No
1 John will bring 4 job leads to each meeting	8/14/16	Yes	No
2 John and Employment Specialist will meet 1x/week to discuss job leads and submit applications	8/14/16	Yes	No
3		Yes	No
4		Yes	No
5		Yes	No

**For Job Development, provide explanation for provision of fewer than 6 hours of service for the month, including why service should be continued:**

**Proposed plan to increase job development activity:**

# Job Log

## Maryland Division of Rehabilitation Services Job Development Log

Client: \_\_\_\_\_ Month/Year: \_\_\_\_\_ Job Preference: \_\_\_\_\_

Preferred Work Hours: \_\_\_\_\_ Preferred Wage: \_\_\_\_\_

Date	Business Name & Address	Phone Number	Contact Person	Job Type/ Title	Contact Type	With Client Present	Results of Job Development Activity and Needed Follow-up	Hours
_____	_____	_____	_____	_____	<input type="checkbox"/> At Business <input type="checkbox"/> Phone <input type="checkbox"/> Email <input type="checkbox"/> Internet	<input type="checkbox"/> Yes <input type="checkbox"/> No	_____	_____
_____	_____	_____	_____	_____	<input type="checkbox"/> At Business <input type="checkbox"/> Phone <input type="checkbox"/> Email <input type="checkbox"/> Internet	<input type="checkbox"/> Yes <input type="checkbox"/> No	_____	_____
_____	_____	_____	_____	_____	<input type="checkbox"/> At Business <input type="checkbox"/> Phone <input type="checkbox"/> Email <input type="checkbox"/> Internet	<input type="checkbox"/> Yes <input type="checkbox"/> No	_____	_____
_____	_____	_____	_____	_____	<input type="checkbox"/> At Business <input type="checkbox"/> Phone <input type="checkbox"/> Email <input type="checkbox"/> Internet	<input type="checkbox"/> Yes <input type="checkbox"/> No	_____	_____
_____	_____	_____	_____	_____	<input type="checkbox"/> At Business <input type="checkbox"/> Phone <input type="checkbox"/> Email <input type="checkbox"/> Internet	<input type="checkbox"/> Yes <input type="checkbox"/> No	_____	_____

CRP Staff Name: \_\_\_\_\_ Client Signature: \_\_\_\_\_

Date: \_\_\_\_\_ Date: \_\_\_\_\_

# Job Coaching for Job Development/Placement

- Job Placement Plan, if completed, should drive the job development activities.
- Consumer job log can be provided by the CRP or the consumer to the DORS counselor if the DORS counselor is involved with the CRP regularly.
- Targeted Job Development Activities and Achievement Date can be updated as items are completed
- Explanation for provision of fewer than 6 hours of service for the month needs to include why fewer than 6 hours were provided (consumer moved, consumer was hospitalized, CRP had staff turn over, etc.) and substantiate why service should be continued (consumer has provided updated contact information and appointment has been scheduled, Consumer has been released from hospital is ready to re-engage in services, etc.).
- Proposed plan to increase job development activity: include what the provider and the consumer will do to reach 6 hours per month.

# Job Coaching for Job Support



## Job Coaching for Job Support

Complete section below and the Daily Record of Job-Coaching Hours used for Job Placement and/or Job support. (Attach paystub/documentation of wage, such as documentation of Employment Verification Self Report, DORS Form Rs-8b, with final report)

**Type of Placement:** Individual    Enclave    Mobile Work Crew

**Date of Placement:** \_\_\_\_

**Name of Employer:** \_\_\_\_

**Employer Address:** \_\_\_\_

**Work Location Address:** \_\_\_\_

**O\*Net Job Title and Code:** \_\_\_\_

**Hourly wage:** \_\_\_\_

**Average Number of Hours Per Week:** \_\_\_\_

**Benefits Available: Presently** \_\_\_\_                      **After 90 days** \_\_\_\_

**Authorization requested to invoice after 90 days of successful employment for these Incentive areas:**

Rapid Placement    Wage    STEM    Specialized Disability Population    Ex-Offender



# Job Coaching for Job Support

Performance This Month				
Targeted Job Support (list each objective)		Targeted Achievement Date	Achieved	
1	Sue will arrive for work on time each time she is scheduled to work	8/17/16	Yes	No
2	Sue will stock all cereal boxes items correctly according to the UPC code	8/31/16	Yes	No
3	John will check with his supervisor prior to clocking out	8/31/16	Yes	No
4			Yes	No

# Job Coaching for Job Support

- Targeted Objectives are steps that need to be completed for the consumer to maintain their position.
- All fields must be completed.
- Provide adequate information so the referring counselor can understand a consumer's progress.
- Wages must be competitive, at least minimum wage.
- Enclaves and mobile work crews will be considered on a case by case basis for integration and competitive wage.
- O\*Net job title and code is available on DORS Website.

<http://dors.maryland.gov/crps/Pages/resources.aspx>

# Job Coaching for Job Support

O\*Net Resource

# Job Coaching for Job Support



The screenshot shows the header of the Maryland State Department of Education Division of Rehabilitation Services website. It features the Maryland State Department of Education logo on the left, a search bar with the text "Enter search term" and a magnifying glass icon on the right, and a "Listen" button with a play icon. Below the search bar are social media icons for Facebook, YouTube, and a button labeled "ALL". At the bottom of the header is a navigation menu with the following items: HOME, JOB SEEKERS WITH DISABILITIES, BUSINESSES & EMPLOYERS, COMMUNITY PARTNERS, and RESOURCES.

## Community Partners

- [CRP Directory](#)
- [CRP Resources](#)
- [Becoming a CRP](#)
- [Becoming a Vendor](#)
- [Return to CRP Overview](#)

## CRP Resources

### Pre-Employment Transition Services (PETS) Resources

- [PETS CRP Proposal](#)
- [PETS Factsheet](#)

### O\*NET Online

- [Look up occupations by Job Family](#)  
Occupations grouped together based upon work performed, skills, education, training and credentials are Job Families.
- [Look up occupations by STEM Discipline](#)  
Occupations that require education in science, technology, engineering and mathematics are STEM disciplines.

# Browse by Job Family



O\*NET OnLine

Occupation Quick Search:

[Help](#)

[Find Occupations](#)

[Advanced Search](#)

[Crosswalks](#)

[Share](#)

[O\\*NET Sites](#)

## Browse by Job Family

Job Families are groups of occupations based upon work performed, skills, education, training, and credentials.

All Occupations [Save Table \(XLS/CSV\)](#)

Sort by:	<a href="#">Code</a>	<a href="#">Occupation</a> ▲	<a href="#">Job Family</a>
	13-2011.01	<a href="#">Accountants</a> ⭐ <b>Bright Outlook</b>	Business and Financial Operations
	13-2011.00	<a href="#">Accountants and Auditors</a> ⭐	Business and Financial Operations
	27-2011.00	<a href="#">Actors</a>	Arts, Design, Entertainment, Sports, and Media
	15-2011.00	<a href="#">Actuaries</a> ⭐	Computer and Mathematical
	29-1199.01	<a href="#">Acupuncturists</a> ⭐	Healthcare Practitioners and Technical
	29-1141.01	<a href="#">Acute Care Nurses</a> ⭐	Healthcare Practitioners and Technical
	25-2059.01	<a href="#">Adapted Physical Education Specialists</a> ⭐	Education, Training, and Library
	51-9191.00	<a href="#">Adhesive Bonding Machine Operators and Tenders</a>	Production
	23-1021.00	<a href="#">Administrative Law Judges, Adjudicators, and Hearing Officers</a>	Legal
	11-3011.00	<a href="#">Administrative Services Managers</a>	Management
	25-3011.00	<a href="#">Adult Basic and Secondary Education and Literacy Teachers and Instructors</a>	Education, Training, and Library
	29-1141.02	<a href="#">Advanced Practice Psychiatric Nurses</a> ⭐	Healthcare Practitioners and Technical
	11-2011.00	<a href="#">Advertising and Promotions Managers</a>	Management
	41-3011.00	<a href="#">Advertising Sales Agents</a>	Sales and Related

# Example ONET Occupation Quick Search:



**O\*NET OnLine**

A screenshot of the ONET Occupation Quick Search field. The field is a dark blue rounded rectangle with a magnifying glass icon on the left and a right-pointing arrow on the right. The word "grocery" is entered in the field. The entire search field is enclosed in a red rectangular border.

[Help](#) [Find Occupations](#) [Advanced Search](#) [Crosswalks](#)


[Share](#) [O\\*NET Sites](#)

## Browse by Job Family

- Scenario: You have a consumer employed at a grocery store as a courtesy clerk. Which job title do you report?
- In the ONET Occupation Quick Search field type “grocery” and then select the “Enter” key.

# Example ONET Occupation Quick Search:

- If it is not immediately obvious which job title to use, then select the link labeled, “How do they match?” to see why the ONET chose to display these job titles.



The screenshot shows the O\*NET OnLine website interface. At the top, there is a navigation bar with links for 'Help', 'Find Occupations', 'Advanced Search', and 'Crosswalks'. Below this, the search results are displayed for the query 'grocery'. A table lists 12 occupations, with the first one, 'General and Operations Managers', highlighted. A red box highlights the link 'How do they match?' in the first row of the table.

**O\*NET OnLine**

Help Find Occupations Advanced Search Crosswalks

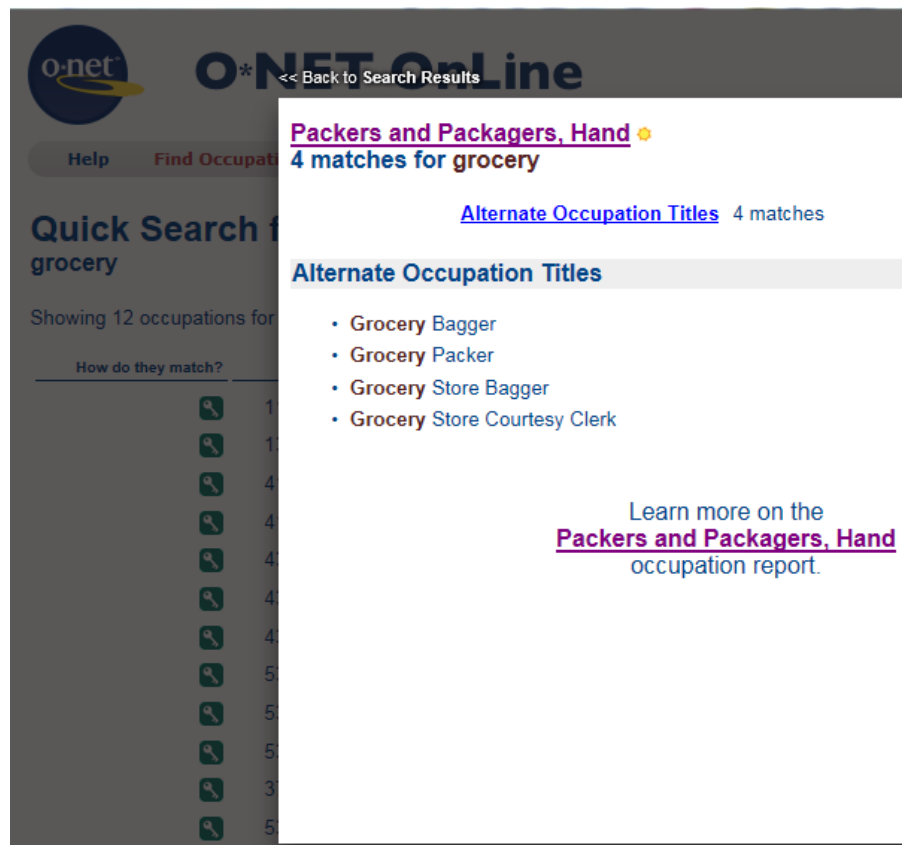
**Quick Search for:**  
grocery

Showing 12 occupations for grocery. Closest matches are shown first.

<a href="#">How do they match?</a>	Code	Occupation		
	11-1021.00	<a href="#">General and Operations Managers</a>	🌟 Bright Outlook	🌿 Green
	13-1022.00	<a href="#">Wholesale and Retail Buyers, Except Farm Products</a>		🌿
	41-1011.00	<a href="#">First-Line Supervisors of Retail Sales Workers</a>	🌟	
	41-2011.00	<a href="#">Cashiers</a>	🌟	
	43-5081.00	<a href="#">Stock Clerks and Order Fillers</a>	🌟	
	43-5081.01	<a href="#">Stock Clerks, Sales Floor</a>	🌟	
	43-5081.02	<a href="#">Marking Clerks</a>	🌟	
	53-3033.00	<a href="#">Light Truck or Delivery Services Drivers</a>	🌟	
	53-7062.00	<a href="#">Laborers and Freight, Stock, and Material Movers, Hand</a>	🌟	🌿
	53-7064.00	<a href="#">Packers and Packagers, Hand</a>	🌟	
	37-2012.00	<a href="#">Maids and Housekeeping Cleaners</a>	🌟	
	53-6031.00	<a href="#">Automotive and Watercraft Service Attendants</a>		

# Example ONET Occupation Quick Search:

- Selecting the “How do they match?” link causes a new Green Icon with a Wrench to appear to the right of each job title. In this scenario, selecting the icon next to “Packers and Packagers, Hand” identifies four alternate occupation titles, including “Grocery Store Courtesy Clerk.”



The screenshot displays the ONET Online interface. At the top, the logo and navigation links are visible. The main search results area shows a search for "grocery" with 12 occupations displayed. A table with a "How do they match?" column is partially visible. A pop-up window is overlaid on the right, titled "Packers and Packagers, Hand" with a star icon and a wrench icon. It indicates "4 matches for grocery" and "Alternate Occupation Titles 4 matches". The list of alternate titles includes:

- Grocery Bagger
- Grocery Packer
- Grocery Store Bagger
- Grocery Store Courtesy Clerk

At the bottom of the pop-up, there is a link: "Learn more on the [Packers and Packagers, Hand](#) occupation report."



# Browse by S.T.E.M. Discipline



O\*NET OnLine

Occupation Quick Search:

[Help](#)

[Find Occupations](#)

[Advanced Search](#)

[Crosswalks](#)

[Share](#)

[O\\*NET Sites](#)

## Browse by STEM Discipline

Find occupations that require education in science, technology, engineering, and mathematics (STEM) disciplines.

### All STEM Disciplines [Save Table \(XLS/C/SV\)](#)

Sort by:	<a href="#">Code</a>	<a href="#">Occupation</a> ▲	<a href="#">STEM Disciplines</a>
	13-2011.01	<a href="#">Accountants</a> ⚡ <b>Bright Outlook</b>	Computer Science
	15-2011.00	<a href="#">Actuaries</a> ⚡	Mathematics
	17-3021.00	<a href="#">Aerospace Engineering and Operations Technicians</a>	Engineering
	17-2011.00	<a href="#">Aerospace Engineers</a> 🟢 <b>Green</b>	Engineering
	17-2021.00	<a href="#">Agricultural Engineers</a>	Engineering, Life Sciences
	25-1041.00	<a href="#">Agricultural Sciences Teachers, Postsecondary</a>	Life Sciences
	19-4011.01	<a href="#">Agricultural Technicians</a> 🟢	Life Sciences
	49-3011.00	<a href="#">Aircraft Mechanics and Service Technicians</a>	Engineering
	45-2021.00	<a href="#">Animal Breeders</a>	Life Sciences
	19-1011.00	<a href="#">Animal Scientists</a>	Life Sciences
	17-1011.00	<a href="#">Architects, Except Landscape and Naval</a> 🟢	Engineering
	11-9041.00	<a href="#">Architectural and Engineering Managers</a> 🟢	Chemistry, Computer Science, Engineering, Geosciences, Life Sciences, Physics/Astronomy
	17-3011.01	<a href="#">Architectural Drafters</a> 🟢	Engineering

# Find other ways to search for occupations by selecting “Find Occupations” or visit: <http://www.onetonline.org/find/>

The screenshot shows the O\*NET OnLine website interface. At the top, there is a navigation bar with the O\*NET logo, the text "O\*NET OnLine", and a subtext "A proud partner of the americanjobcenter® network". To the right of the logo is an "Occupation Quick Search" field with a magnifying glass icon. Below the navigation bar are several menu items: "Help", "Find Occupations", "Advanced Search", "Crosswalks", "Share", and "O\*NET Sites".

The main content area is titled "Find Occupations" and features several search filters, each with a dropdown menu and a "Go" button:

- Keyword or O\*NET-SOC Code:** Includes a text input field and a "Go" button. Below the field are examples: "25-1011.00, dental assistant". A description states: "Enter a word, phrase, or title to search for an O\*NET-SOC occupation. Enter a full or partial O\*NET-SOC code to look up occupations by code."
- Bright Outlook:** Includes a dropdown menu with "Rapid Growth" selected and a "Go" button. A description states: "Bright Outlook occupations are expected to grow rapidly in the next several years, will have large numbers of job openings, or are new and emerging occupations."
- Career Cluster:** Includes a dropdown menu with "Agriculture, Food and Natural Resources" selected and a "Go" button. A description states: "Career Clusters contain occupations in the same field of work that require similar skills. Students, parents, and educators can use Career Clusters to help focus education plans towards obtaining the necessary knowledge, competencies, and training for success in a particular career pathway."
- Industry:** Includes a dropdown menu with "Accommodation and Food Services" selected and a "Go" button. A description states: "Industries are broad groups of businesses or organizations with similar activities, products, or services. Occupations are considered part of an industry based on their employment."
- Green Economy Sector:** Includes a dropdown menu with "Agriculture and Forestry" selected and a "Go" button. A description states: "The green economy will cause a change in occupations' employment demand or work and worker requirements such as tasks, skills, knowledge, and credentials. Green occupations are linked to Green Economy Sectors."
- Job Family:** Includes a dropdown menu with "Architecture and Engineering" selected and a "Go" button. A description states: "Job Families are groups of occupations based upon work performed, skills, education, training, and credentials."
- STEM Discipline:** This filter is visible but does not have a description provided in the image.



# Daily Record of Job Coaching Hours

- Refer to Attachment 800-1 for specific information regarding billable activities.
- Activities that involve more than one consumer must be pro-rated accordingly
  - Staffings
  - Job coaching more than one individual at the same job site,
  - Assisting more than one individual to complete applications and/or visit employers,
- Monthly report writing (1 hour) is no longer billable.

# Job Placement/Coaching Services Progress Report

## Calculate Hours:

Name of Job Coach: \_\_\_\_\_ Date \_\_\_\_\_

Signature of Client: \_\_\_\_\_ Date \_\_\_\_\_

*Client Signature required with final report*

	Hours Used
Hours covered by this report for <b>Job Development Prep:</b>	
Hours covered by this report for <b>Interviewing Assistance:</b>	
Hours covered by this report for <b>Job Development and/or Job Support for the month:</b>	
<b>Total hours this report (Job Development Prep + Interviewing Assistance + Job Coaching for Job Development + Job Coaching for Job Support):</b>	
<b>Cumulative Hours used to date (Cumulative monthly + previous months):</b>	

# AUTHORIZATION PROCEDURES

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AWARE Process

# Authorization with Initial Referral

Referral Option 1:  
Begin with 1 item:

**1. Authorization Item**

Authorization Number

Item Number\*

Service Category\*

Service SubCategory

Notes:

- Applicable for non-EBP authorizations only.
- If needed, DORS provides up to 8 hours for Job Coaching--Job Development Preparation.
- Once the CRP has provided the service, then DORS sends new authorization for job search hours.

# Authorization with Initial Referral

Referral Option 1: Example Authorization to CRP for Job Coaching: Job Development Preparation (up to 8 hours)

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## 2. Service Authorization

ITEM NUM	DESCRIPTION	UNITS	RATE	DOLLAR AMT
1	Job Search, Placement, & Job Coaching Services Job Coaching: Job Development Preparation	8.00	\$47.00	\$376.00
			TOTALS	\$376.00



# Authorization with Initial Referral

## Referral Option 2: Begin with 2 items:

**1. Authorization Item**

Authorization Number

Item Number\*

Service Category\*

Service SubCategory

**1. Authorization Item**

Authorization Number

Item Number\*

Service Category\*

Service SubCategory

## Notes:

- When Job Coaching—Job Development Preparation is NOT required, initial authorization will contain:
  1. Item 1: Job Coaching—Assistance During Job Search (20 hours), And
  2. Item 2: Job Coaching: During Job Interview (5 hours)
- If Item 1 is exhausted before Item 2 is fully expended and additional funds are requested, DORS will:
  1. Cancel the remaining hours for Item 2 on the first authorization
  2. Include 5 additional hours for item 2 on the new authorization.

# Authorization with Initial Referral

Referral Option 2: Example Authorization to CRP for Job Coaching: Job Search Assistance (20 hours) and Job Coaching: Interview Assistance (5 hours)

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## 2. Service Authorization

ITEM NUM	DESCRIPTION	UNITS	RATE	DOLLAR AMT
1	Job Search, Placement, & Job Coaching Services Job Coaching--Assistance During Job Search 1st set of 20 hours	20.00	\$47.00	\$940.00
2	Job Search, Placement, & Job Coaching Services Job Coaching--Interview Assistance	5.00	\$47.00	\$235.00
			TOTALS	\$1,175.00

# Authorization Special Instructions

- The first authorization initiating job development hours may contain Special Instructions with information regarding possible placement incentives:
- In the Comments Name box:
  1. Type “Incentive”
  2. Select “General Placement Incentive Statement” to add standard language.
  3. Repeat to add other quality incentives (Ex-Offender, Specialized Disability Group, STEM Discipline), as applicable

## Comments

Comment Name

Special Instruction

- Rapid 30 Day Work Incentive timeframe starts with begin date on the first authorization that includes Job Coaching—Assistance During Job Search (or EBP Milestone 1)

# Authorization Special Instructions

Example Special Instructions regarding Incentives which may appear on the authorization, depending on which comments re: “Incentives” are included:

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### **3. Special Instructions (if not below, see next page for Vendor Billing instructions)**

This individual's employment placement may qualify for a Rapid Placement Incentive when employment begins within 30 days of this authorization date, and may qualify for a Wage Quality Incentive when employed in a job making 25% above minimum wage.

If this individual's employment placement qualifies for a Wage Quality Incentive, then it will also qualify for an Ex-Offender Quality Incentive.

If this individual's employment placement qualifies for a Wage Quality Incentive, then it will also qualify for a Specialized Disability Population Incentive due to the consumer's primary disability.

If this individual's employment placement qualifies for a Wage Quality Incentive, then it may also qualify for a S.T.E.M. Discipline Incentive, per the consumer's current employment goal the Individualized Plan for Employment.

# Authorizations Following Job Placement

## Create a New Authorization for Job Coaching—Not Supported Employment

**1. Authorization Item**

Authorization Number 911957

Item Number\* 1

Service Category\* Job Search, Placement, & Job Coaching Services

Service SubCategory Job Coaching--Not Supported Employment

Use Job Coaching—Not Supported Employment when consumer does not have long-term funding for supported employment.

## Create a New Authorization for Job Coaching—Supported Employment

**1. Authorization Item**

Authorization Number 911957

Item Number\* 1

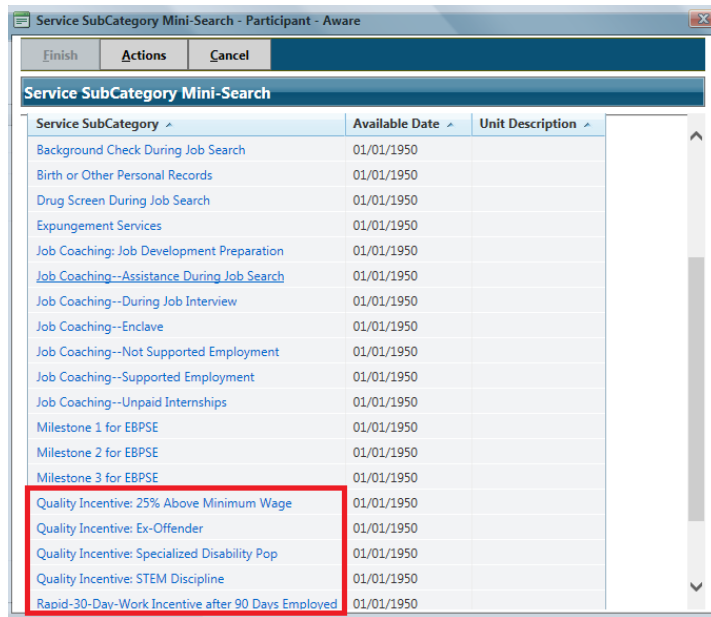
Service Category\* Job Search, Placement, & Job Coaching Services

Service SubCategory Job Coaching--Supported Employment

Use Job Coaching—Supported Employment when consumer has long-term funding for supported employment and is NOT being supported by an EBP/Milestone provider.

# Authorization for Incentives

## Create a New Authorization for Quality Incentives



Requesting on report gives DORS time to send authorization before 90 days.

When first reporting placement, CRP can request authorization to invoice for incentives identified in the Job Coaching for Job Support section.

### Job Coaching for Job Support

Complete section below and the Daily Record of Job-Coaching Hours used for Job Placement and/or Job support.  
(Attach paystub/documentation of wage, such as documentation of Employment Verification Self Report, DORS Form Rs-8b, with final report)

Type of Placement:  Individual  Enclave  Mobile Work Crew

Date of Placement: \_\_\_\_\_

Name of Employer: \_\_\_\_\_

Employer Address: \_\_\_\_\_

Work Location Address: \_\_\_\_\_

O\*Net Job Title and Code: \_\_\_\_\_

Hourly wage: \_\_\_\_\_

Average Number of Hours Per Week: \_\_\_\_\_

Benefits Available: Presently \_\_\_\_\_ After 90 days \_\_\_\_\_

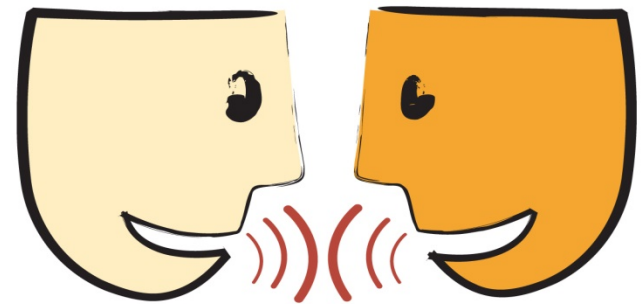
Authorization requested to invoice after 90 days of successful employment for these Incentive areas:

- Rapid Placement
- Wage
- STEM
- Specialized Disability Population
- Ex-Offender

Sending new authorization lets CRP know they can invoice after 90 days for requested incentive payments.

# Summary

- Complete reports will facilitate the processing of invoices.
- Changes become effective with reporting beginning **July 1, 2016.**
- Reporting for June activities will be invoiced at previous rate on previous forms.
- When in doubt, communicate!



# INCENTIVES AVAILABLE

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## **Rapid Placement:**

- When job development is included as a service, the provider will be eligible for an additional incentive payment for rapid job placement when a consumer is placed in a position within 30 days from the date of the authorization.
- The additional incentive is included on the fee schedule and may be paid after the DORS consumer retains competitive employment (integrated setting, earning at least minimum wage) for at least 90 days and meets DORS successful closure standards (e.g., the consumer is satisfied with the position).
- The job placement must be consistent with the DORS Individualized Plan for Employment (IPE) in terms of the employment goal and the anticipated number of hours of employment per week, if indicated (\$300)

## Wage

- **Must be Achieved Prior to Accessing Incentives for Specialized Populations, Ex-Offender Status, or Specialized Occupational Areas.**
- A consumer obtains a position in the area related to their Individualized Plan for Employment (IPE) and is paid 25% above the state minimum
- \$300





## Ex-Offender Status

A consumer who qualifies as an ex-offender has been subject to some stage of the ***criminal justice*** process, as a result:

- Employers running a background check against national data will find this individual has a history of arrest, charges, prosecution, and/or conviction, or
- Anyone using the [Maryland Judiciary Case Search](#) will find criminal cases in which this individual was a defendant, or
- the Individual requires assistance in overcoming barriers to employment resulting from a record of arrest or conviction

\$200

## Specialized Populations

A consumer who qualifies with any of the primary disabilities specified below is placed in a position: ABI, Autism, Blind, Deaf, and Deaf/Blind

The qualifying disability/special population must be noted in the consumer's DORS file and the DORS Job Placement/Coaching Services Progress Report

\$200



## Specialized Occupational Areas:

### S.T.E.M. Occupations

- The Code, Occupation, and the S.T.E.M. discipline will correspond with the O\*Net on-line listing of S.T.E.M. disciplines

\$200



science



engineering



technology



mathematics

## To Access a Quality Incentive, a CRP will:

- Demonstrate that the position obtained is eligible to receive the wage incentive prior to accessing other Quality Incentives.
- Provide documentation regarding all applicable incentives identified.
  - Include at the end of 90 days: wage, position title/position description and O\*net code.
- Invoice the DORS counselor for the incentive(s) ***once the consumer has maintained their position for at least 90 days.*** Include information supporting wage and occupational title (paystub or wage verification).

## **Upon receipt of documentation regarding eligibility for a quality incentive, the DORS counselor will:**

- Attach verification of wage information in AWARE using attachment category: “Verification of Consumer Wages.”
- Issue new authorization for applicable incentives.
- Pay the invoice upon receipt at the end of 90 days of successful employment.

# When to Include Incentive Payments

- In transitioning from Old Reporting Forms and Service Rates, here is general rule of thumb:
  - If, on July 1, 2016, you are still providing Job Coaching for Job Development (and a position has not been secured), ***the Quality Incentives apply.***
  - If, on July 1, 2016, you are engaged in Job coaching for Job Support, ***the quality incentives do not apply.*** They are not retroactive.



# Questions

