

Maryland State Department of Education
Division of Rehabilitation Services
PEP Rating Worksheet and Instructions
(VR Specialist I/II and VR Tech Specialist)

Employee Name: _____ **Date:** _____

Completed By: _____

General Instructions for Supervisors

- Refer to the counselor's Individual Performance Plan which was completed and signed at the beginning of the Program Year (March 2023 version) and the counselor's PEP folder which you have maintained throughout the PEP period (see notes at top of the PEP Scoring Formulas for VR Specialist I/II & VR Technical Specialist).
- It is best to complete this form online (PDF accessed from InDORS), as the fields are fillable and many of the calculations are automated; this will save time and allow the supervisor to save the completed form for each counselor.
- If completing an end-cycle PEP, review the employee's current Position Description (PD) and make any necessary revisions to ensure the information on the PD is accurate and reflects the employee's current duties. The PD should be discussed with the counselor, then signed first by the Supervisor and then by the Employee.
- See last pages for AWARE™ Reports and Layouts needed for counselor PEP.

PEP Periods and Report Dates

Winter PEP (December):

- Mid-cycle Report Dates: June 1st – November 30th of current year.
- End-cycle Report Dates: December 1st of previous year – November 30th of current year.

Summer PEP (June):

- Mid-cycle Report Dates: December 1st of previous year – May 31st of current year.
- End-cycle Report Dates: June 1st of previous year – May 31st of current year.

Standard 1: Effectively manage assigned caseload(s) and provide timely services to consumers/students.

To rate this measure, use the (PEP) Caseload-Open Random Sample Layout in the AWARE™ PARTICIPANT Module to select at least five (5) VR cases for detailed review to evaluate the following for the PEP period (sort report by Caseload Assignment):

- Activity Due Report is utilized effectively.
- Authorizations reflect a variety of vocational rehabilitation services.
- The counselor consistently and accurately follows DORS policy.
- The counselor appropriately authorizes benefits counseling.

- There is regular communication with the consumer without any unexplained gaps.
- The counselor regularly promotes training to advance the consumer's career.
- Reports are reviewed, acted on, and discussed with consumers, as appropriate, in a timely manner.
- Services are implemented according to IPE timelines.

Reports to Use:

- **Activity Due Report** [AWARE™ Reports Module]
- **Authorizations-Full w/Counselor Information** [AWARE™ Financial Module Layout]
- **Case Notes Due Report** [AWARE™ Reports Module]
- **Expenditures by Service Category Detail Report** [AWARE™ Reports Module]
- **Benefits Planning Report for Service-E and Employed** [Social Security Programs]

Rating Guide:

- **Outstanding** = Counselor meets Satisfactory Performance AND the case record indicates the counselor's comprehensive understanding of consumers' needs, use of reports, and monitoring of planned services.
- **Satisfactory** = Reports and Case reviews reflect counselor is maintaining effective communication with consumers and IPE services are implemented in a timely manner.
- **Unsatisfactory** = Case records indicate delays in services and a failure to adequately communicate and address consumers' needs.

_____ **PEP Rating**

Comment:

Standard 2: 100% of Individualized Plans for Employment are completed within 90 days of eligibility determination.

Individualized Plans for Employment are completed within 90 days of eligibility, unless the record of services indicates that there is an agreement with the consumer for an extension of the time frame (VR cases only).

Report to Use:

- **VR Plan Development Timeliness Report OR IL Plan Development Timeliness Report**

Steps to Take to Determine IPE Timeliness Rating:

1. Pull VR Plan Development Timeliness or IL Plan Development Timeliness Report for PEP report period. This report identifies all cases that went through Eligible status, or remained in Eligible status, during the designated report period. Enter total from Column C on line **A** below.

2. Enter the total number of cases with timely plans from Timeliness Report, Column A on line **B** below.
3. Identify those cases that can be considered exceptions – cases transferred out of compliance, closed from Eligible status and then re-opened, or in which supervisory judgment determines that there were extenuating circumstances beyond the counselor's control. Count number of cases identified. Enter on line **D** below.

If there are no cases that can be considered exceptions:

4. **Stop here** and use the percentage provided on the Timeliness Report in Column D to determine the PEP Rating, enter on line **C** below.

If there are cases considered exceptions:

5. Add counts from step #2 and step #3 (lines **B** and **D** below) and enter on line **E** below.
6. Divide answer to step #5 (line **E** below) by Total number of cases indicated in Step 1 (line **A** below) and multiply by 100. **This will be your percentage of cases in compliance.** Enter on line **F** below.

IPE Timeliness Calculation:

- A. _____ Total number of cases with days in Eligible status from **Plan Development Timeliness Report, Column C.**
- B. _____ Total number of cases in which plan was made within time frame from **Plan Development Timeliness Report, Column A.**

If there are no cases that can be considered exceptions:

- C. _____ Enter the percentage provided on **Plan Development Timeliness Report, Column D.** This is the percentage of plans in compliance with 90-day requirement. **Stop here.**

If there are cases that can be considered exceptions:

- D. _____ Total number of cases in which exceptions are documented.
- E. _____ $B + D =$ Total number of cases in compliance.
- F. _____ Divide E by A; multiply by 100. **This is the percentage of plans in compliance with the 90-day requirement.**

Rating Guide:

- **Outstanding** = 100% timely with appropriate use of plan development extensions.
- **Satisfactory** = 95% to 99% timely with appropriate use of plan development extensions.
- **Unsatisfactory** = Less than 95% developed within the required 90-day timeline OR routinely does not adhere to plan development extension policy.

_____ **PEP Rating**

Comment:

Standard 3: Quality vocational guidance and counseling is provided to consumers.

Counselor will effectively use the VR Plan Development Checklist which is completed in partnership with each consumer.

To rate this measure, use the (PEP) Caseload-Open Random Sample Layout in the AWARE™ Participant Module to select at least five (5) VR cases for detailed review of the consumers' VR Plan Needs Assessment Checklist, the IPE, case notes, and authorizations to determine whether quality vocational guidance and counseling was provided, and services were implemented in accordance with the IPE.

- The VR Plan Needs Assessment Checklist is completed and addresses the consumer's strengths, resources, priorities, concerns, abilities, capabilities, and interests.
- The employment goal matches the consumer's strengths, abilities, interests, and capabilities.
- There is evidence that the counselor discussed the job market in the consumer's geographic area and assisted with career exploration.
- There is evidence of consideration of training opportunities related to career pathways.
- Services needed to support the achievement of the employment goal are included are on the IPE and provided in a timely manner (e.g., transportation, childcare, personal assistant, readers, foreign language and ASL interpreters).
- Consideration is given to employment opportunities for the consumer to "earn while they learn" to support themselves while participating in a vocational or educational training program.

Rating Guide:

- **Outstanding** = Counselor meets Satisfactory performance AND the case record demonstrates the counselor regularly utilizes and shares tools and information related to career exploration, job market, employment goal minimum requirements, and use of comparable benefits and resources.
- **Satisfactory** = The VR Plan Development Checklist is routinely utilized and thoroughly completed, and the case record demonstrates discussion of disability-related factors, the local job market, and support services.
- **Unsatisfactory** = Case records indicate a lack of guidance provided to the consumer, resulting in insufficient support and an IPE that does not meet the consumer's strengths, resources, priorities, concerns, abilities, capabilities, and interests.

_____ PEP Rating

Comment:

Standard 4: Successful Competitive Integrated Employment Outcomes are achieved and documented in accordance with policy. (VR cases only)

Report to Use:

- Staff Performance Report for the PEP period (see page 1 for report start and end dates)

Important Note:

The Staff Performance Report will provide the accurate CIE outcome goal ("Objective") and CIE closures ("Accom") data; however, the dates that display will reflect the year in which the program year ENDS. The two years will need to be combined for both mid cycle and end cycle Winter PEP calculations; for Summer mid cycle PEPs use only the current program year figures.

Example: Summer End-cycle report with Reporting Period = 6/1/2022 to 5/31/2023.

Closed-Rehab	Objective	Accom	Comment
2022	1	1	This reflects the period 6/1/222 – 6/30/22 (the last month of previous PY)
2023	12	10	This reflects 7/1/22 – 5/31/23 of the current PY (or date of report).

Successful CIE Outcomes Calculation Steps to Take:

If CIE Outcomes goal shown on the counselor's Individual Performance Plan (#4) = 0:

- **Do NOT enter a score on the PEP form for this Standard (leave Standard 4 blank).**

If CIE Goal shown on the counselor's Individual Performance Plan (#4) is 1 or more:

Calculate the rating as shown below:

1. Pull a Staff Performance Report for the PEP period (refer to "PEP Periods and Report Dates" on page 1). If the PEP period crosses program years (July 1 – June 30), the report will indicate the CIE Outcome goal for both program years.
2. Enter the CIE Outcome/Closed-Rehab ("Objective") goal on line **A** below. Add goals together if more than one year is shown on the Staff Performance Report (e.g., 2021 + 2022).
3. Enter the CIE Outcome/Closed-Rehab ("Accomplished") achieved (rehabilitations) on line **B** below. Add rehabilitations together if more than one year is shown on the Staff Performance Report (e.g., 2021 + 2022).
4. Divide the number of rehabilitations achieved by the goal (**B** divided by **A**) and multiply by 100; enter on line **C** below.

Successful CIE Outcomes Calculation:

- A. _____ Rehabilitation Goal
- B. _____ Number of rehabilitations
- C. _____ Percentage of goal achieved (B divided by A x 100)

Rating Guide:

- **Outstanding** = 101% and above of assigned CIE Outcomes goal.
- **Satisfactory** = 90% -100% of assigned CIE Outcomes goal.
- **Unsatisfactory** = Less than 90% of assigned CIE Outcomes goal.

_____ PEP Rating

Comment:

Standard 5: Quality collaboration with WIOA partners, schools, IEP meetings, and Business Service Representatives is documented in appropriate case notes.

To rate this measure, use the (PEP) Case Note Collaboration Layout (sorted by Case Note Author) in the AWARE™ Participant Module to find all collaboration case notes, then randomly select at least five (5) VR cases that contain collaboration case notes for detailed review of quality content.

Rating Guide:

- **Outstanding** = Counselor meets Satisfactory performance AND the counselor participates in district, regional, or statewide projects and initiatives to expand collaboration and to improve resource sharing among partners.
- **Satisfactory** = Counselor demonstrated and documented effective collaboration appropriate to their assigned caseload(s).
- **Unsatisfactory** = Counselor has documented very few collaboration case notes or efforts appropriate to their assigned caseload(s).

_____ PEP Rating

Comment:

Standard 6: Measurable Skills Gains/Credential Obtainment and appropriate verification documentation of Educational Goals are entered in AWARE™ in a timely manner.

Note: If an educational goal is verified, this results in a Measurable Skills Gain.

Part One:

Using the (PEP) Educational Goal Layout for each counselor's VR caseload (not PET case type), enter the Educational Goal Expected End Date, as follows:

- **For Mid-cycle PEPs:** Use either April 1st – November 30th or October 1st – May 31st (eight months)
- **For End-cycle PEPs:** Use either April 1st – May 31st or October 1st – November 30th (14 months)

Calculate the percentage of MSG:

- A. _____ The number of Verified Educational Goal Outcomes (must say "VERIFIED").
- B. _____ The Earned Special Education Certificates
- C. _____ Total Verified Educational Goals and Special Ed Certificates (line **A** + line **B**)
- D. _____ Total number of Educational Goals with Expected End Dates (from top of the AWARE™ search results page)
- E. _____ Educational Goals with a Verified Educational Goal Outcome (divide line **C** by line **D**; multiply by 100)

Note: Earned Special Educational Certificates are not considered MSGs for federal reporting purposes; however, credit is given to staff who enter them for this PEP measurement.

Part Two:

From the Financial Module in AWARE™, use the (PEP) College/Training Layout to find all authorizations issued for College and University Training and Vocational and Occupational Skills Training for the same period used above in Part One above.

Compare the authorizations issued to the educational goals from Part One for this period to ensure that all authorizations have a corresponding educational goal.

Rating Guide:

- **Outstanding =**
 - 50% of all the Educational Goals that have an expected end date that falls during the PEP period have an Education Goal Outcome entered in AWARE™ as "VERIFIED" (Part One)
 - AND documentation of successful completion is in the case record
 - AND all selected consumers enrolled in college or vocational training have an active or Verified Completed educational goal.
- **Satisfactory =**
 - 35% to 49% of all the Educational Goals that have an expected end date that falls during the PEP period have an Education Goal Outcome entered in AWARE™ as "VERIFIED" (Part One),
 - AND documentation of successful completion is in the case record
 - AND all selected consumers enrolled in college or vocational training have an active or Verified Completed educational goal.

- **Unsatisfactory** =
 - Less than 35% of all the Educational Goals that have an expected end date that falls during the PEP period have an Education Goal Outcome entered in AWARE™ as “VERIFIED” (Part One),
 - AND documentation of successful completion is in the case record
 - AND/OR educational goals are not completed for selected consumers enrolled in college or vocational training.

_____ PEP Rating

Comment:

VR Technical Specialists Only –

Standard 7: Demonstrates leadership and technical assistance through community outreach and DORS special projects.

Refer to counselor’s PEP folder or ask counselor to provide a list of technical assistance activities provided during the PEP period.

Documentation of activities for Technical Specialists includes:

- Assists staff in applying policies and procedures as it relates to special populations.
- Provides technical assistance and staff training to regional staff.
- Participates in Agency meetings related to the specialty area.
- Engaged in community activities to support the specialty area.

Rating Guide:

- **Outstanding** = Demonstrated both within the Agency and within the community
- **Satisfactory** = Demonstrated within the Agency
- **Unsatisfactory** = Not demonstrated

_____ PEP Rating

Comment:

AWARE™ Reports and Layouts needed for counselor PEP

- (PEP College/Training Layout [AWARE™ Financial Module]
- (PEP) Case Note Collaboration Layout ([AWARE™ Participant Module]
- (PEP) Caseload-Open Random Sample Layout [AWARE™ Participant Module]
- (PEP) Educational Goal layout in Participant Module (VR cases only – not PET cases) [AWARE™ Participation Module]
- Activity Due Report [AWARE™ Reports Module]
- Authorizations-Full w/Counselor Information Layout [AWARE™ Financial Module]
- Benefits Planning Report for Service-E and Employed [Social Security Programs]
- Case Notes Due Report [AWARE™ Reports Module]
- Expenditures by Service Category Detail Report [AWARE™ Reports Module]
- Performance Statistics Report [AWARE™ Reports Module]
- Staff Performance Report [AWARE™ Reports Module]
- VR Plan Development Timeliness Report and/or IL Plan Development Timeliness Report (requires counselor prep time) [AWARE™ Reports Module]

Other optional Reports and Layouts for reference for counselor PEP:

- Authorization-Full layout– open and closed authorizations, vendor type only (Financial Module)
- Caseload – All Open with Plan Cost Estimate (Participant Module)
- Client Satisfaction Surveys, if available
- Delegated Authority Review completed during current PEP report period
- Job Ready by Caseload layout
- Referral Activity Due Report (found in Referral Module)
- Restricted Budget Expenditure by Caseload Report

Reminder:

- **Program Years** begin on July 1st and end on June 30th; they are identified by the year in which the program begins (e.g. PY22 begins 7/1/22 and ends 6/30/23).
- **Fiscal Years** begin on July 1 (state) or October 1 (federal) and are identified by the year in which the fiscal year ends (e.g. State FY23 ends 6/30/23 and federal FY23 ends 9/30/23).