

Maryland State Department of Education
Division of Rehabilitation Services
PEP Rating Worksheet & Instructions for Supervisors

Reports:

AWARE™ Reports Needed for Supervisor PEP:

- Performance Statistics Report
- Caseload-Closed Layout through *Report Mode*
- Caseload-Closed Competitive Info Layout through *Report Mode*
- Eligibility Decisions Report
- VR Plan Development Timeliness Report

Other optional Reports and Layouts for reference for counselor PEP:

- Caseload-Open Layout
- Activity Due Report
- Activity Due Presumed Eligibility Report
- Case Notes Due Report
- Authorization-Full layout from Financial Module – open and closed authorizations, vendor type only
- Budget Summary Report
- Delegated Authority reviews completed during current PEP report period

PEP Report Periods:

- **December:**
 - Mid cycle: June 1st – November 30th
 - End cycle: December 1st – November 30th
- **June:**
 - Mid cycle: December 1st – May 31st
 - End cycle: June 1st – May 31st

Standard 1: Achieve annual unit objectives for successful competitive integrated employment outcomes.

Reports to Use:

- Performance Statistics Report– used to determine unit rehabilitation goal.
- Caseload-Closed Layout – used to establish search criteria.
- Caseload-Closed Competitive Info Layout– used to determine actual rehabilitation outcomes for the unit.

Steps to take for end cycle:

1. Calculate rehabilitation goal. Since the PEP cycle crosses fiscal years, this requires the following steps:
 - a. To determine rehabilitation goal for previous fiscal year, pull **Performance Statistics Report** for end of previous fiscal year.
 - b. Calculate previous year's goal by dividing goal at the end of the fiscal year by 12, and multiply that number by the number of months covered in PEP cycle in prior fiscal year.

- c. Pull **Performance Statistics Report** from Report Module for last month of report period to determine rehabilitation goal to date for current fiscal year.
 - d. Add a and b to determine Unit Rehabilitation goal for PEP report period. Enter in 'A' below.
2. Apply **Caseload-Closed Layout** in Report Mode, for PEP report period. Enter **Closure Outcome** as 'Rehabilitated.'
 3. Once results display, navigate back to Layout tab and change layout to **Caseload- Closed Competitive Info**, and apply.
 4. This report will give a count of the number of unit rehabilitations. Enter in **B** below.
 5. Divide the number of rehabilitations by calculated rehabilitation goal and multiply by 100 to determine percentage of goal achieved. Enter in **C** below.
 6. Refer to **Rating Guide** to determine PEP rating for Successful Employment Outcomes. Enter in **D** below.

Worksheet for Calculations:

- A. ____ Unit Rehabilitation Goal
- B. ____ Number of unit rehabilitations
- C. ____ Percentage of goal achieved (B divided by A x 100)
- D. ____ **PEP rating**

Rating Guide:

- **Outstanding:** 101% of goal and above
 - **Satisfactory:** 90% to 100% of goal
 - **Unsatisfactory:** Less than 90% of goal
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Standard 2. Achieve 100% of IPEs developed within 90-day timeline.

Reports to Use:

- VR Plan Development Timeliness Report or IL Plan Development Timeliness Report
- Caseload-Open Layout – to find cases moved into Service Status during the PEP report period, for a random review of case notes.

Steps to take for end cycle:

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 I** in **A** below.
2. Enter total number of cases with timely plans for unit from **Column A** in **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 in **C** below.

If there are no cases that can be considered exceptions, **stop here** and use the percentage provided on the report in **Column J**. Enter that percentage in **E** below.

4. Add **B** and **C**. Enter in **D** below.
5. Divide **D** by **Total number of cases indicated** in **Column I** and multiply by 100. This will be your percentage of cases in compliance. Enter in **E** below.
6. If 100% timeliness was achieved, refer to Performance Statistics report for average number of days in Application status for current fiscal year. Enter in **F** below.
7. Refer to **Rating Guide** to determine PEP rating to enter in **H** below.
8. If 100% timeliness was achieved:
 - a. Consider whether plan development extensions were used only when appropriate and enter "**Yes**" or "**No**" in **F** below.
 - b. Consider whether comprehensive assessment of rehabilitation needs is consistently evident in case documentation and enter "**Yes**" or "**No**" in **G** below.

Worksheet for Calculations:

- A. ____ Total number of cases with days in Eligible status from Plan Development Timeliness report, Column I
- B. ____ Total number of cases in which plan was made within time frame from Eligibility Decisions Report, Column A
- C. ____ Total number of cases in which exceptions are documented. If there are no cases that can be considered exceptions, stop here and utilize the percentage provided on the report in Column J. Enter this number in E.
- D. ____ $B + C$ = Total number of cases in compliance
- E. ____ Divide D by A; multiply by 100. This is the percentage of plans in compliance with 90-day requirement.
- F. ____ Plan Development Extensions used only when appropriate? (Yes or No)
- G. ____ Comprehensive assessment of rehabilitation needs consistently documented (Yes or No)
- H. ____ **PEP rating**

Rating Guide:

- **Outstanding:** 100% timely with appropriate use of plan development extensions and consistent documentation of comprehensive assessment of rehabilitation needs.
- **Satisfactory:** 95-99% timely with appropriate use of plan development extensions.
- **Unsatisfactory:** Less than 95% developed within 90 day timeline.

Standard 3. Provide leadership to ensure timely service delivery, quality case management and post secondary pursuits as demonstrated in AWARE™.

AWARE™ case record includes:

1. Documentation of comprehensive assessment of rehabilitation needs, and vocational guidance and counseling regarding the range of employment goals and available services assisting consumers to make informed choices regarding employment goal and individualized services to be provided promoting training options and benefits counseling.
2. Evidence of timely Eligibility decisions, as applicable, and timely implementation of planned services.
3. Comprehensive documentation of consumer post-secondary education goal pursuits and attainment on the Education page, Measurable Skills Gains/Credential Attainment.

Steps to take for end cycle:

Evaluation requires sampling of AWARE case records, to include:

1. Documentation of vocational guidance and counseling regarding the range of employment goals and available services assisting consumers to make informed choices regarding employment goal and services to be provided promoting training options and benefits counseling. Enter rating equivalent in **A** below.
2. Evidence of timely Eligibility decisions as applicable and implementation of planned services. Enter rating equivalent in **B** below.
3. Documentation of consumer post-secondary education goal on the Education Page (use Education Goal layout to assess), and Measurable Skills Gains/Credential Attainment. Enter rating equivalent in **C** below.

Rating Equivalents:

- 2 = **Consistently** follows policy and procedures
- 1 = **Occasionally** requires reminders, or Satisfactory
- 0 = **Frequently** requires reminders or correction regarding policy and procedures

Worksheet for Calculations:

- A. ____ Rating for documentation of Vocational Guidance and Counseling to include post-secondary goal discussions and pursuits.
- B. ____ Rating for evidence of timely implementation of planned services and eligibility decisions, as applicable.
- C. ____ Rating for documentation of consumer post-secondary education goal on the Education page and Measurable Skill Gains/ Credential Attainment.
- D. ____ $A + B + C = \text{Total}$
- E. ____ Divide D by 3. Enter number.
- F. ____ **Enter PEP rating using the Rating Guide below**

Rating Guide:

- **Outstanding:** Final rating of 1.75 to 2.0.
 - **Satisfactory:** Final rating of 0.75 to 1.74.
 - **Unsatisfactory:** Final rating of less than 0.75.
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Standard 4. Provide leadership to ensure adherence to policy/procedures including all fiscal actions in planning/delivering VR services as demonstrated in AWARE case management.

Plans, including amendments, and authorizations, and related documents demonstrate that:

1. Planned services/categories and costs are correctly documented on IPE and Authorizations.
2. Administrative approvals are appropriately sought before services are initiated.
3. Vendor and Recurring Authorization payments are supported by provider reports and logs, and
4. Required forms are correctly completed and signed and attached in AWARE™.

Steps to take for end cycle:

Evaluation requires sampling of AWARE™ case records, to include plans/amendments, authorizations, and related documentation which demonstrates:

1. Service categories and costs correctly documented. Enter rating equivalent in **A** below.
2. Administrative approvals appropriately sought before services are initiated. Enter rating equivalent in **B** below.
3. Vendor and Recurring Authorization payments supported by provider reports and logs. Enter rating equivalent in **C** below.
4. Required forms (e.g., Receipt of Appliance) correctly completed and signed and attached. Enter rating equivalent in **D** below.

Rating Equivalents:

- 2 = **Consistently** follows policy and procedures
- 1 = **Occasionally** requires reminders, or Satisfactory
- 0 = **Frequently** requires reminders or correction regarding policy and procedures

Worksheet for Calculations:

- A. ____ Rating for: Service categories and costs are correctly documented on plans and authorizations.
- B. ____ Rating for: Administrative Approvals are appropriately sought before services are initiated.
- C. ____ Rating for: Vendor and recurring authorization payments supported by provider reports and logs.
- D. ____ Rating for: Required forms are correctly completed, signed and attached.
- E. ____ A + B + C + D

F. ____ Divide E by 4. Enter number.

G. ____ **Enter PEP rating using the Rating Guide below.**

Rating Guide:

- **Outstanding:** Final rating of 1.75 to 2.0.
 - **Satisfactory:** Final rating of 0.75 to 1.74.
 - **Unsatisfactory:** Final rating of less than 0.75.
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Standard 5. Leadership of the District including management of office and personnel matters, and staff supervision.

Management Considerations:

1. Record reflects planning, program operations and departmental activities to achieve Agency goals.
2. Develops and assists with assignments that enhance Agency performance.
3. Assistance to Program Manager including serving in their absence as needed or appropriate.
4. Effective facility management and professional office presentation.

Supervision & Leadership Considerations:

1. Demonstrates effective supervision and leadership of assigned Unit.
2. Information is shared with Unit Staff regarding agency issues, initiatives, and personnel matters.
3. Personnel actions and staff development activities will be handled within required time frames.
4. Provide guidance and monitor casework practices in the implementation of policy and procedures.

Reports to Use:

- Documentation of regularly scheduled unit meetings, including meeting agendas
- PEP evaluations completed on staff within unit
- Activity Due Report

Steps to take for end cycle:

In evaluating for this standard, determine if the supervisor does the following:

1. Accurately communicate Agency information through structured unit meetings as well as through daily interactions with staff.
2. Train and coach staff on Agency policy and procedures.
3. Complete PEP evaluations in a timely manner, with comments reflecting a fair assessment of staff performance.
4. Monitor reports for caseload management, such as the Activity Due Report.
5. Set a high example of professionalism for staff.

6. Ensure a positive, professional, and safe environment.
7. Provide back-up to Regional Directors in their absence as needed or appropriate.
8. Actively participate in Regional management meetings.
9. Develop strategies to increase productivity and efficiency.
10. Provide input to Regional Director to improve functioning of region.

Worksheet for Calculations:

A. ____ Enter PEP rating using the Rating Guide below.

Rating Guide:

- **Outstanding:** Consistently demonstrated in exemplary leadership resulting in district performance that exceeds expectations.
 - **Satisfactory:** Adequately demonstrated in management and supervision resulting in satisfactory district performance.
 - **Unsatisfactory:** Rarely demonstrated.
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Standard 6. Demonstrate collaboration with community workforce partners, educational institutions, CRPs, and businesses.

Steps to take for end cycle:

Activities to be considered include:

1. Serve on Regional and agency committees.
2. Serve on committees in the community.
3. Staff maintains monthly personal contact with Community Rehabilitation Programs
4. Provides necessary support to staff for consumers to participate in workforce and education programs.
5. Ensures partner collaboration is documented in AWARE™ via collaboration case notes.

Worksheet for Calculations:

A. ____ Enter PEP rating using the Rating Guide below.

Rating Guide:

- **Outstanding:** Demonstrated in frequent engagement with community partners resulting in innovative practice.
- **Satisfactory:** Demonstrated by facilitating routine collaboration between unit staff and community partners.
- **Unsatisfactory:** Rarely demonstrated.