Guidance for CRPs for DORS Employment Services

DORS is open for business. DORS appreciates your collaboration and creativity in working with our consumers to continue services when possible. To assist our providers and staff during this unique situation we have outlined process and service requirements below. We expect to review this information regularly and recommend changes as needed. When and if that occurs, you will be notified.

Process

Referrals
No changes. Referrals can be made through the Referral Portal or by calling the local DORS office. Due to the Governor’s mandate, staff time in the office is very limited and you may experience delays. Your patience is appreciated as we process referrals.

Intakes/Application
DORS staff have the ability to meet with an individual virtually to complete the necessary DORS forms and paperwork for their application.

For consumers with access to email:

- DORS staff will review DORS generated forms/documents with consumer by available means (e.g. phone, videoconferencing) to electronically complete materials (e.g. DORS Application, Individualized Plan for Employment, etc.). Completed materials will then be attached to an email message sent to consumer.
- In an email message, the consumer will be asked to review materials for accuracy, and to “sign” by expressing agreement via email response. Email response from consumer should reference the agreed upon document.
- Email documentation of consumer agreement will suffice to open Application

For consumers without access to email:

- DORS staff will review DORS generated forms/documents with consumer to electronically complete materials.
- DORS staff will obtain verbal agreement in lieu of signature, as consumer does not have a means of emailing consent. Conversation will be documented in a case note.
- For DORS documents where verbal agreement serves as consumer signature, efforts will be made to obtain actual consumer signature following state announcement of return to normal operating conditions.

Signatures on Plans
The Individualized Plan for Employment (IPE) must be developed with, and approved by, the consumer. Authorizations cannot be issued for Services without the approved IPE. If the CRP provider is able to assist in obtaining the consumer’s signature, here are some ways to coordinate this process between the CRP provider and Counselor:

1. The preferred method. Provider obtains the plan from the DORS counselor and has the consumer sign and returns it as e-mail attachment (secure email), or
2. Providers obtains the plan from the DORS counselor, has client sign and then returns it through e-fax. May experience delays due to intermittent staffing.
3. Secretaries in the offices can receive the plans through the regular mail. They can scan it and send it to the DORS Counselor electronically. Once the counselor has the signed plan and DORS signatures are in place, the counselor will issue the authorization. May experience delays due to intermittent staffing.

**Authorizations**
May be emailed or faxed to the providers. Arrangements already in place with the local office should continue.

**Invoices and Reporting**
Remain unchanged.

All other service reporting requirements remain in effect which includes the need for an individual’s signature at stability. This may currently be a challenge given “social distancing.” When there is an email communication with a consumer, and the consumer affirms the employment information, DORS will temporarily accept that as proof of signature. Documentation must include the communication with the consumer.

**Employment Services**

CAS must be provided in person.
CAS services may not be provided virtually. Observations and flexibility are a large part of the process and that is not possible in a virtual environment. Additionally, it would be difficult to assure that the participating individual is the one actually completing the assessments. Must be provided in person.

WAT/EDS and Skills Training must be provided in person.
An individual's participation is key to that service.

Job Development Prep may be provided virtually.
Documentation will include all deliverables (i.e. resume, cover letter, job placement plan and information about interviewing practice). Completion of Progress Report is expected.

Job Development may be provided virtually.
Job Development needs to be specific to the individual consumer. Progress Report will indicate consumer involvement (communication with consumer about specific positions).

Job Coaching may be provided virtually.
The provider will communicate support plan with the referring counselor and documentation will include increased communication with the individual to reflect the quality and quantity of services provided. Progress Reports will continue to require the hours worked and the hours coaching was provided.

DORS will not reimburse for any technology that is purchased to provide remote services.

Questions about services not covered in this clarification may be directed to Regional Management.

Questions about PreETS services may be directed to Jill Pierce at jill.pierce@maryland.gov.

Please direct any questions beyond the items specified to your local management team. Both Toni and I remain available to assist in processing specific situations.