

Guidance for CRPs for DORS Employment Services

Update May 11, 2020

The State of Maryland is still operating under Governor Hogan's Stay at Home Order. Even though Governor Hogan has recently lifted certain recreational and medical-related restrictions, DORS is still not funding any in-person services, including assessment and training of any type. This decision was not made lightly - it was made with an abundance of caution to protect our consumers, providers, and staff, as well as their families.

The services available are outlined below. 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 updated the 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.

Virtual Employment Services Updates

Update: Career Assessment Services (CAS)

Career Assessment Services (CAS) have been previously determined to be an in-person only service. Recently, a virtual, Investigative Assessment, has been added and is available only through approved CAS providers who have submitted an application packet to provide this virtual option. **The Investigative Assessment is the only CAS assessment type that is approved to be provided remotely. This assessment option will facilitate the development of an individual's vocational interests. This service may only be offered by providers who are currently approved to provide CAS as an in-person service**

Update: WAT/EDS Services

WAT/EDS services previously noted to be in-person, face to face only, may now be offered remotely. Specific procedures and the steps necessary for approval will be detailed in a separate document.

This service may only be offered by providers who are currently approved to provide WAT/EDS as an in-person service. Virtual WAT/EDS does not include Community Based Assessment, Hands-On Training, OJT, Skills Training, or Work Readiness Training. Training Progress Reports will continue to be required. **Current WAT/EDS Providers interested in providing Virtual WAT/EDS at a DORS' set rate are asked to submit a plan of delivery and an outline/syllabus for no more than six weeks. Current EDS/WAT providers will receive detailed guidelines. See and updated**

Virtual Employee Development Skills/Work Adjustment Training guidelines for specific requirements to follow in a separate document.

Virtual Pre-ETS, Explore-Work

DORS has an exciting opportunity for current Pre-ETS providers to virtually continue the delivery of Pre-Employment Transition Services (Pre-ETS) through the program "Explore-Work" created by WINTAC. Specific procedures and the steps necessary for approval will be detailed in a separate document and sent to current Pre-ETS providers. **This service may only be offered by providers who are currently approved to provide Pre-ETS as an in-person 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

- Questions about services not covered in this clarification may be directed to the Regional Management.
- Questions about PreETS services may be directed to Jill Pierce at jill.pierce@maryland.gov.
- Questions about EDS/WAT services may be directed to Toni Cobb-Cannon at latonya.cannon@maryland.gov.
- Questions about CAS services may be directed to Kate Drake at catherine.drake@maryland.gov.

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