

DDA and DORS

Employment Collaboration

DDA and DORS have partnered with each other for many years with the single goal of helping people with disabilities who want to work.

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Topics To Be Discussed

- DORS' application and eligibility process and timelines
- DORS' employment services
- How to become a DORS' Community Rehabilitation Provider (CRP)



Topics To Be Discussed

- DDA - Eligibility
 - Criteria
 - Process
 - Contacts
- DDA Employment 1st
- DDA's Meaningful Day Services
- Accessing DDA's Meaningful Day Services
- Transition: DORS to DDA
- DDA's Self-Directed Services



Why Have Joint Training Sessions?

- DDA and DORS are partners, with a common goal of supporting people who are differently able and want to competitively work in an integrated setting.
- Our MOU states that DDA and DORS will offer quarterly joint training sessions.
- Discuss individual agency practices - an opportunity for each agency's staff to learn about the services and processes of the other agency.



Why Have Joint Training Sessions?

- Learning opportunities and updates for provider agencies/ Community Rehabilitation Partners (CRPs).
- Learning opportunities for Coordination of Community Services (CCS) to better support the consumer.



Who Should Apply For DORS' (short-term) Funding

- An individual who desires Competitive Integrated Employment and has a disability or serious health condition that makes it hard for them to gain or maintain a job.
- An individual who can benefit from at least two substantial services (i.e., Job Development, Job Coaching, Benefits Counseling, Training).
- An individual who is immediately ready to participate in services and immediately ready to work after employment is obtained.
- A student who is at least 14 and is not older than 21 years of age (has not yet reached 22nd birthday).



Who Makes the (online) Referrals To DORS?

- Self referrals
- DDA (prior to or after long-term funding has been approved) or DDA provider agency/CRP
- BHA
- Local school systems
- Other 3rd parties



DORS Participant Eligibility Determination

- Timeline process:
 - Referral – 10 days for DORS to make contact
 - Application must be submitted to DORS
 - Eligibility – 60 days
 - Written plan – 90 days



Documents Required For DORS To Determine Eligibility

- Award letter from Social Security Administration (SSI/SSDI) – presumed
- Award letter from DDA - expedites
- DDA proof of eligibility from provider agency - expedites
- Medical records
- Psychological evaluations
- School records



DORS Participant Eligibility Determination

- **Presumed:** SSI or SSDI as an individual with a significant disability.
- **Expedited:** if all required, current documents are provided.
- **All other:** average 51 days (waiting on medical documents, assessment, school records, psychological evaluations, etc.).



DORS' Public VR Program

- The **Office of Field Services** prepares people with disabilities to go to work, stay on the job, or prepare for the world of work.

Rehabilitation counselors in offices throughout Maryland (five regions) fund, arrange for, or provide services that may include career counseling, assistive technology, vocational training and/or job placement assistance.



DORS' Public VR Program

- The **Office for Blindness & Vision Services (OBVS)** specializes in helping people whose primary disability is blindness or vision loss go to work and stay independent. The office also oversees the Maryland Business Enterprise Program for the Blind. This program prepares individuals who are legally blind to operate vending, gift or food service businesses in public facilities.



DORS' Public VR Program

- The **Workforce & Technology Center (WTC)** is a comprehensive rehabilitation facility in northeast Baltimore which offers career and skills training, job placement assistance, assistive technology services and support services.
- Tours are offered.



DORS' Vendor

- Any organization that DORS pays to provide goods or services a recipient may need to become or maintain employment successfully.
- Goods and services are provided by a network of private practitioners, organizations and companies.



DORS' Vendor

- Goods and services range from psychologists, to AT specialists, to speech pathologists, to benefits counselors, to building contractors, to vehicle modifications specialists, to stores like Walmart.



Vendor: Community Rehabilitation Partner

- A CRP is a specific type of vendor that provides job search, placement and coaching services (primary services)
- Other (secondary) services a CRP can provide:
 1. Pre-employment services like WBLE, work-adjustment training and employee development
 2. Career assessment
 3. Employment skills training
- CRPs work directly with individuals with disabilities in their community to help them find and keep employment for a fee



How To Become A CRP ([dors.Maryland.gov](https://dors.maryland.gov))

- Information: dors.maryland.gov/crps/Pages/CRPs.aspx
- Application: dors.maryland.gov/crps/Pages/vendors.aspx
- DDA licensed/certified, BHA licensed, CARF accredited



Benefits of Being A CRP

1. Supplemental funding stream
2. Complement DDA consumer services
3. Mutual referrals
4. Build a pipeline
5. Establish/improve employer relationships
6. DORS should be the funder of 1st choice for individuals



The Application Process ≈ 2 months

- Complete the vendor application and submit with all of the required attachments.
- The Staff Specialist will contact you for an interview followed by a tour.
- The Staff Specialist will draft a Cooperative Agreement (contract).
- The Staff Specialist will train your staff.



DORS Employment Services

Primary services provided by provider agencies/Community Rehabilitation Programs (CRPs) are Job Development Prep, Job Development and Job Coaching.

- **Job Development Prep:** the CRP is responsible for creating the resume and cover letter and providing interview practice/prep.
- **Job Development:** the CRP is responsible for assisting the individual in their job search and placement.
- **Job Coaching:** the CRP is responsible for providing ongoing support to help the individual maintain their employment.



DORS Employment Services: Job Coaching

- **Short-Term Job Coaching** is provided until the individual is stable in their employment setting and no longer needs DORS services, funding, has transitioned to Long-Term Supported Employment funding through DDA.
- **Supported Employment - Transition To Long-Term Funding** offered by DDA providers once DORS funding has ceased.



DORS Employment Services: Job Coaching

- **Supported Employment – CRP** supports the **Transitioning To Natural Supports** offered by community members such as family, neighbors, or co-workers.
- **Supported Employment Youth Extended Services** is for an individual who is between the ages of 18 but less than 25 who is not currently eligible for Long-Term Supported Employment but needs Support Employment Service to be successful in their employment setting.



Other DORS Vocational Rehabilitation Services

- Benefits Counseling
- Training Service
- Employment Development Skills and/or Employee Skills (CRP, DORS' center)
- Career Assessment Services
- Individualized, Comprehensive, and Community-Based (approved CAS provider)
- Education (approved educational institution or proprietor)
- Assistive technology (approved vendors)
- Vehicle or home modifications (approved vendors)
- Many more goods or services may be approved to support an employment goal



Cross-Agency Collaboration: Interagency Agreement

- DDA is the “payer of last resort.”
- DORS is the “primary funder or primary payer” unless the specific service is not funded by DORS.
- Therefore, per Centers for Medicare and Medicaid Services (CMS) with the agreement of Rehabilitation Services Administration (RSA), DORS funding should be exhausted first.



Employment Services Workflow: Steps to Coordinate DDA and DORS

1. Support the consumer or have a 3rd party refer the consumer to DORS. The referral application is online.
2. Support the consumer with completing the DORS application.
3. Assist (agency or 3rd party) the consumer with the intake interview. Provide eligibility documents (i.e., DDA Award Letter).
4. Wait for DORS to determine eligibility.



Employment Services Workflow: Steps to Coordinate DDA and DORS

5. Support the consumer with meeting with DORS counselor to develop an Individual Plan for Employment (IPE).
6. Consumer participates in at least two substantial services (i.e., Job Development and Job Coaching activities).
7. After the consumer is considered stable in their employment (team agrees), they shall transition to DDA for Ongoing or Follow-along job supports.



DDA Eligibility - Criteria

- Is attributable to a physical or mental impairment, other than the sole diagnosis of mental illness, or to a combination of mental and physical impairments.
- Is manifested before the individual becomes 22 years old.
- Is likely to continue indefinitely.



DDA Eligibility - Criteria

- Results in an inability to live independently without external support or continuing or regular assistance.
- Reflects the need for a combination and sequence of special, interdisciplinary, or generic care, treatment, or other services that are individually planned and coordinated for the individual.



DDA Eligibility Application Process

1. Contact DDA or submit an application to DDA.
2. Regional Office assigns a CCS.
3. CCS performs face-to-face assessment.
4. CCS provides Regional office with report and supporting information.



DDA Eligibility Application Process

5. DDA Regional Office reviews Application Packet.
6. Regional Office will ask consultant to review as applicable.
7. Regional Office makes final determination & notifies the applicant.



DDA Eligibility Application Process

Applicant has the right to:

- Request a Reconsideration
- Case Resolution Conference
- Medicaid Fair Hearing



DDA Eligibility-Contacts

Regional Office

- **Central** (*Ann Arundel, Baltimore City, Baltimore Co, Harford, Howard*)
 - 410-234-8200 (TDD: 1-877-874-2494)
- **Eastern** (*Caroline, Cecil, Dorchester, Kent, Queen Anne's, Talbot, Wicomico, Worcester*)
 - 410-572-5920 (TDD: 1-800-735-2258)
- **Southern** (*Calvert, Charles, Montgomery, Prince George's, St. Mary's*)
 - 301-362-5100 (TDD: 1-888-207-2479)
- **Western** (*Allegany, Carroll, Frederick, Garrett, Washington*)
 - 301-791-4670 (TDD: 1-888-791-0193)



DDA Employment 1st

- The DDA is committed to enhancing community employment options for persons with developmental disabilities.
- All individuals who want to work can work.
- Access to current information, resources and quality services.
- Collaboration with DORS to ensure access to support and services that result in success.



DDA Waiver Services – Meaningful Day (Employment)

- Discovery
- Job Development
- Follow Along
- On-going Job Supports
- Co-Worker Employment Supports
- Customized Self-Employment



DDA Waiver Services – Meaningful Day

- **Employment Services**
- **Supported Employment**
(Transitioning to the new Employment Services)
- **Employment Discovery and Customization Services**
(Transitioning to the new Employment Services)
- **Career Exploration**
(Facility-Based Supports, Small Group Supports, Large Group Supports)



DDA Waiver Services – Meaningful Day

- **Community Development Services**
- **Day Habilitation**
- **Medical Day Care**



Accessing Meaningful Day Services

- Team meeting to identify person's needs and preferences.
- Person chooses a provider based on needs.
- CCS Revises PCP based on needs.
 - PCP submitted for approval.
- Once plan is approved, provider to meet with person and begin services based on Service Implementation Plan.



Transition: from DORS to DDA

- Person is stable in community placement (DORS, individual, and provider agency/CRP agrees). No more authorizations will be written for job coaching services by DORS.
- DORS/DDA Transition Meeting:
 - CIE
 - Long term funding
 - Transition date



Transition: from DORS to DDA

- CCS Revises PCP based on needs.
 - PCP submitted for approval.
- Once plan is approved, DDA employment services begin.



Self-Direction

- Self-directing empowers the person by expanding the degree of choice and control over the services and supports they receive.
- It gives people decision-making authority and lets them take responsibility as the legal “employer” for managing their services with the help of a team they select.
- Self-direction means people decide what they want to achieve, how they want to live their lives, what supports they want, and what will meet their needs.



Service Delivery Models

Self-Directed Model

- Promotes personal choice and control over the delivery of services and budget.
- Person or designated representative assumes employer and budget authority responsibilities as the “employer of record”
- *Employer Authority* responsibilities include:
 - Decision-making authority to recruit, hire, train and supervise the individuals who furnish their services.
- *Budget Authority* responsibilities include:
 - Decision-making authority over how the Medicaid funds in a budget are spent.

Traditional Model

- Services provided by various DDA Certified or Licensed community agencies
- The Provider assumes all responsibilities as the “employer of record”



SDS and DORS

- People who self-direct should access DORS services before accessing DDA Employment Services.
- People have the option of hiring DORS providers to provide their Employment Services - Ongoing support or to hire their own staff for ongoing job supports.
- They must use a DDA Employment Services provider for job development and discovery milestones.



Team Approach

- People who self-direct can choose a team of people to support them in making decisions
- The Team always includes:
 - The Person (Participant)
 - Legal Guardian or Designated Representative (if applicable)
 - Their Coordinator of Community Services (CCS)
 - Their Financial Management & Counseling Services (FMCS)

Agency



Team Approach

- The Team can also include
 - Family members and friends of the Person
 - A Support Broker
 - Advocacy Specialists
 - Employees, Providers, Vendors, and Contractors



Financial Management and Counseling Services (FMCS)

- FMCS agencies assist the person/legal guardian/designated representative to:
 - Make sure the budget always meets Waiver and program standards.
 - Perform accounting and share expenditure reports with the person and other chosen team members.
 - Make financial transactions at the direction of the person (acting as a neutral bank).



The Support Broker

- Is an optional service in all three DDA-operated Medicaid Waivers.
- Provides employer related information and assistance regarding self-direction to support the person to make informed decisions related to day-to-day management of their services and budget.
- Can assist in the development of staff policies, procedures, schedules, vendor/provider agreements, and backup plan strategies.
- Can be an active member of the person's team and involved in creating the Person-Centered Plan and individual budget.



Employees, Providers, and Vendors

- Provide services based on the schedule the person developed.
- Maintain current training and certifications such as CPR and First Aid based on service provided.
- Meet any additional requirements of the person (examples: license to drive, access to a vehicle, behavior support training).
- Complete a background check and secure, as required, periodic updates should the person desire.



Hiring Vendors and Providers in Self-Direction

- People who self-direct can choose a team of people to support them in making decisions
- The Team always includes:
 - The Person (Participant)
 - Legal Guardian or Designated Representative (if applicable)
 - Their Coordinator of Community Services (CCS)
 - Their Financial Management and Counseling Services (FMCS)

Agency



Hiring Vendors and Providers in Self-Direction

- The Team can also include:
 - Family members and friends of the Person
 - A Support Broker
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 - Employees, Providers, Vendors, and Contractors



Hiring DORS Service Providers

- People can choose to hire their DORS service providers as long as they meet the DDA-operated waiver service qualifications for the service they will render.
- Service providers must invoice the person directly for the service provided (invoices are paid by the person's FMCS).
- The DDA recommends that all vendors and service providers enter into a written agreement with the person and their team to outline the service to be provided.



The Billing Process

- Providers and other vendors must invoice the person for waiver service performed.
- The person and their team are responsible for reviewing the invoice and sending it to their Financial Management and Counseling Services (FMCS) agency for payment.



The Billing Process

- The FMCS makes the payment to the provider.
 - Provider - ensures a W9 has been sent to the FMCS by person (employer)/team.
 - FMCS - sends payment to Provider (either direct deposit or mailed check)
- Billing concerns should be taken up with the person and the team.
- Providers and FMCS agencies should not communicate with one another regarding billing without the person's permission.



Billing Guidelines

- Billing to people should follow the DDA's [Billing Guidelines](#) for each service.
- Example - Employment Services-Ongoing Job Supports:
 - Individualized supports the person needs to successfully maintain their job
 - Service notes describing activities needed in billing documentation



Billing Guidelines

- All invoices should:
 - Be written to the person.
 - Be in plain language.
 - Include as much detail as possible.



Sample Invoice - Header

Participant: J Doe

Vendor: Provider A

Service Provided: Employment Services - Ongoing Job Supports

Dates of Service: April 1, 2023 - April 30, 2023

Bill Date: May 1, 2023

Payment Due: May 20, 2023

Rate Per Hour: \$52.00



Sample Invoice - Entries

- April 2, 2023: 8:01 am - 4:02 pm (8 hours); Job coaching at J's job as cake decorator apprentice
- April 16, 2023: 7:58 am - 3:00 pm (7 hours); travel training to new job location; job coaching at bakery



Sample Invoice – Total Billed

- Number of hours billed in January - 15
- 15 hours * \$52.00/hour = \$780.00



Benefits of Provider/Vendor Agreements

- The DDA recommends that all providers and vendors enter into a written agreement with the people they support.
- Written agreements ensure the person and provider are all on the same page regarding:
 - Hours expected to work
 - Rate of pay
 - Frequency of billing and payment



Provider/Vendor Agreement: Best Practices

The best agreements between People and Providers/Vendors contain:

- This specific waiver service being provided
- The start date of the agreement
- The term of the agreement (less than or equal to 365 days)
- Scope of services (what will the support/service look like)
- Any goals the vendor will support the person in



Provider/Vendor Agreement: Best Practices

The best agreements between People and Providers/Vendors contain:

- Rate of service being charged (up to DDA's reasonable/customary rate for the service)
- Billing Frequency (at least monthly)
- Guidelines for termination of written agreement guidelines
- Plan for missed payments



Sample Agreement - Header

This agreement is between J Doe and Provider A. It involves providing Employment Services - Ongoing Job Supports, from March 1, 2023 through July 31, 2023. The service will be provided Monday – Saturday based on J. Doe’s work schedule.



Sample Agreement - Scope

The Provider agrees to provide Employment Services - Ongoing Job Supports by supporting J Doe in the following activities:

- Travel Training to and from the work site
- Completing daily work tasks (job coaching)
- Self-Advocacy to managers

See attached Service Implementation Plan for additional details.



Sample Agreement - Goals

The Provider agrees to support J Doe in the following goals:

- Travel to work independently
- Advocate for higher wage
- Maintain current employment position as baker
- See attached Service Implementation Plan for additional details.



Sample Agreement - Billing Frequency and Rate

The Provider agrees to bill J. Doe on the 1st of each month. The Provider will bill J. Doe \$52.00 per hour, up to 25 hours per month as J. Doe receives support. The Provider will not bill J. Doe for services not directly provided.



Sample Agreement - Termination Guidelines

- The agreement can be ended at any time by either party with 30 days' notice.



SDS Resources: Contact Information

- Kristi Culbreth, Statewide Coordinator of Self-Direction - kristina.culbreth@maryland.gov
- Jonna Krabill, Eastern Shore Regional Office SDS Lead - jonna.krabill@maryland.gov
- Ola Otuyelu, Central Regional Office SDS Lead - olasubomi.otuyelu@maryland.gov
- Tia Henry, Southern Regional Office SDS Lead - tia.henry2@maryland.gov
- Cara Buckman, Western Regional Office SDS Lead - cara.buckman@maryland.gov



SDS Resources

- [DDA Self-Direction Webpage](#)
- [DDA Person-Centered Planning Webpage](#)



DORS Supports Self-Directed Individuals

- Expectations of DORS:
 - Select a provider agency/CRP that will provide Job Development and Job Coaching.
 - The provider agency/CRP must be an approved vendor of DORS.
 - Provider agency/CRP will provide monthly progress reports and invoices to DORS.
 - DORS does not pay individuals.
 - DORS does not pay for single services.



DORS Supports Self-Directed Individuals

- DORS will continue to explore options to better serve consumers who are approved for Self-Directed services.



Next training: June 28, 9:00 – 11:00

- DORS' Pre-Employment Transition Services (Pre-ETS)
 - Counseling, job exploration
 - Work-Based Learning Experience
 - Counseling, post-secondary education programs
 - Workplace readiness training to develop social skills and independent living
 - Self-advocacy skills



Next training: June 28, 9:00 – 11:00

- DDA's Pre-Employment Services
 - Community Development Services – Community-based habilitative services to provide a person with development and maintain skills related to community membership through engagement in community-based activities with people without disabilities.
 - Day Habilitation – Facility- or community-based services to provide training of skills in the areas of ADL, Vocational, and socialization.



Next training: June 28, 9:00 – 11:00

- DDA's Pre-Employment Services
 - Career Exploration – Time limited service to help people work toward skills for CIE.
 - Supported Employment – (legacy service) Community-based support to help a person obtain and maintain CIE.
 - Discovery Milestones – Time-limited comprehensive person-centered, and community-based employment planning.
 - Job Development – Support to obtain competitive employment in the general workforce.



Future Joint Trainings

- September (date to be determined): Dual Funding Without Double Dipping
- December 13th: Provider Agency And DORS' Field Service Engagement: collaboration, staying engaged, how to partner



Any suggestions (by April 14th)?

- Toni Cobb-Cannon (DORS) – latonya.cannon@maryland.gov
- Kasey Venn (DDA) – kasey.venn@maryland.gov
- Evaluation form



Questions?



Thank You!



dors.maryland.gov

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The Vocational Rehabilitation program receives 78.7% of its funding through a grant from the U.S. Department of Education.
For the Federal fiscal year 2022, the total amount of grant funds awarded was \$48,610,998.
The remaining 21.3% percent of the costs, \$13,156,470, were funded by State appropriations.