Maryland State Department of Education

Division of Rehabilitation Services

Employment Services Report Instructions

Instructions for Employment Services Progress Report (RS-7d)

Updated 05/24

This form is to be completed by the job coach or individual responsible for providing authorized employment services. Do not include time used for activities which fall within the category of "the cost of doing business," such as writing reports, discussing billing questions, contacting consumers by telephone, email, or text about appointments, or communicating with DORS regarding services other than during a staffing when the consumer is present.

Refer to the Employment Services Progress Report (RS-7d) form:

1. Enter the Report Period (From / To).

   Prior to job placement, this form is to be completed by all providers every month, whether or not services were provided during that time period.

   After job placement, this report must be completed for the month during which employment has reached 90 days and for each month that DORS is providing youth extended services funding, as applicable.

2. Enter the Report Date.

3. Enter the CRP name, contact person name, phone number, and email address. The contact person is the individual responsible for providing the support who can answer any questions pertaining to the information reported.

4. Enter the DORS counselor name and phone number.

5. Enter the consumer's name.

6. Enter the Employment Goal and Targeted Number of Hours Per Week as stated on the IPE.

7. Enter the consumer's primary disability.

8. Check the authorized service(s) provided that the report covers.

Job Development Prep:

This service is to be initiated within 30 days from the date of the authorization.

Depending on the consumer's needs, up to eight hours maximum are available:

- Six hours for resume development, interview prep and cover letter creation
- Two hours for job placement plan development.

Attach resume, cover letter, and/or Job Placement Plan. Describe interview preparation activities.

9. For each activity completed, list the date, hours used, and result. Activities consistent with Job Development Prep include:

- Preparing a resume
- Preparing a cover letter
- Interviewing practice
- Preparing the job placement plan

10. **Job Placement Plan** – list the date completed, the hours used, and attach the plan. The job placement plan must include, at a minimum, the employment goal, the agreed upon number of meetings per week, the responsibilities (activities to be completed) of the consumer and CRP staff, and the consumer signature.

11. Total the number of hours used for that month for Job Development Prep.

Plan-Driven Job Development:

Authorizations will be issued in 20-hour increments.

12. Indicate if the consumer was placed in a position this month. If so, complete Job Information section below.

13. **Performance this month** – In this section, list those plan-driven job development activities for which the DORS counselor is purchasing services on behalf of the individual. (Example: Peter will bring five job leads to the employment specialist each time they are scheduled to meet; and Peter will attend one meeting each week with job developer.) For each task identified, indicate the targeted date by which it will be achieved.

    a. Prior to using job development hours to assist a consumer to apply for a position funded by AbilityOne, Maryland Employment Works, or with a CRP as the employer of record, the job development services provider must verify by referring to the DORS website (Community Partners > Competitive Integrated Employment Resources) that the position has been reviewed and recognized by DORS as CIE.

    b. DORS expects job development hours to be used for activities occurring in partnership with the consumer in the community as much as possible each month.

    c. If job development activities, including interview assistance (discussed below), are provided for more than one consumer with the same employer at the same location and time, the job coach must split/prorate the time.

    d. For job development reporting, if fewer than six hours of service for the month was provided, include an explanation and indicate why the service should be continued.

    e. In the proposed Plan to Improve Below Standard Performance, the job coach must identify all of the **strategies** needed in order to bring the individual up to standard.

14. Complete Daily Record of Hours used for Job Development.

Interviewing Assistance:

Five hours will be issued at a time. Includes accompanying an individual during an interview and/or transporting the individual to/from an interview.

15. For each occurrence, list the activity and location, the date, hours, and result.

16. Total the number of hours used for that month for Interviewing Assistance.

17. Attach the job log.

Daily Record of Hours for Job Development and/or Job Coaching and Type of Service Provided:

18. **Month/Year** – Enter the actual calendar month and year the report is covering.

19. Types of Service

    a. **Job Development** – This includes documented activities and outcomes related to seeking an appropriate job in a competitive integrated employment setting for an individual with a significant or most significant disability.

    Job development/placement shall include:

    - Weekly person-to-person job search assistance
    - Assistance with identifying job leads
    - Interview coaching and support
    - Maintaining a log of job search activities

    It may also include:

    - Arranging job trials/job shadowing
    - Assistance with completing applications
    - Assistance with employer follow-up after interviews
    - Use of personal employment network in job search

    If Job Placement Prep was previously authorized/provided, resume updates require approval of DORS counselor and may include approval of a supervisor. It would include time spent calling employers, visiting and educating employers and similar activities. **When Job Development is provided, attach a copy of the Job Log to the Monthly Progress Report.**

    DORS expects the majority of job development activities to occur face to face.

    b. **Social Skills Training** – May include the enhancement of those behaviors that are needed in order to get along with others at and away from the workplace. Areas of consideration include:

    - Interpersonal skills
    - Grooming
    - Nutrition and hygiene
    - Budgeting or banking

    c. **Related Services** – These include:

    - Advocacy on behalf of the individual related to health and wellness, housing (encouraging, enlisting support of the residential staff), legal issues (e.g., intervention, discussions with lawyers or other representatives, “futures planning,” probation), etc. as appropriate.

- Travel training, which teaches individuals how to use public transportation or other means of getting to and from the job. Travel training involves the actual time the job coach spends training the individual in developing independent transportation skills. This training is time limited and the estimated plan of travel, if appropriate, should be reflected in the IPE as with other services. Travel training should reflect a fading or phasing out (decreased training time as the individual's proficiency increases).

  Note: This does not include transporting the individual (see Other Employment Services, below)

d. **Other Employment Services** – This category may include those activities related to the individual that are not identified above, such as the following:

- **Staffing** – Periodic meetings to review progress of the individual and service coordination, **including the DORS counselor, the individual, and the job coach at a minimum**. When more than one individual is discussed as part of a staffing the total time must be prorated among all individuals discussed.

- **Other Rehabilitation Services** – This includes other services specified in RSM 2, Section 700 needed to achieve and maintain job stability.

20. Attach copy of Job Log.

21. Enter any comments, notations or exceptions that impact on that day's activities concerning the individual, job, or job coach's activities. Include explanation for Related and Other Services.

22. **Total** – Total the job development/placement, onsite and offsite columns. Add the total number of service hours provided. (**Note:** This total number of hours must correspond to the monthly bill received by the DORS counselor.)

24. If consumer was placed in a position during this month, complete Job Information:

- Date of Placement
- Name of Employer
- Employer Address
- Work Location Address
- Specify the O*Net Job Title and Code
- Average Hourly Wage (including tips)
- Average Number of Hours Per Week
- Indicate if Benefits are Available: Presently, or after 90 days
- Indicate if this position is funded by AbilityOne or Maryland Employment Works

Job Coaching:

25. **Job Coaching Information** (for short-term or intensive supported employment job coaching) – If job coaching is provided to more than one consumer at the same location, the job coach must split/prorate the time.

26. List those targeted work habits and skills consistent with the goal listed on the IPE and-for which the DORS counselor is purchasing services on behalf of the individual.

(**Example:** Peter will learn to stock the cereal according to the UPC Code; Peter will learn to use the time clock to begin work and at the end of his shift; Peter will learn to use public transportation to get to and from his job.)

For each task identified, the job coach will identify the targeted date by which it will be achieved and whether the objective was achieved that month. For each week of employment while job coaching is provided prior to job stabilization, use the Hourly Job Coaching Fading Schedule to record the individual's progress toward employment stability. Enter the number of hours the individual worked in the week, and the total number of onsite or offsite job coaching hours provided.

27. **If the consumer's employment reached 90 days after the Employment Start Date during this report period:** Select "Yes." Then, check off which incentives may be applicable. Note: Incentives are not available when the position is funded by AbilityOne or MD Employment Works or when the employer of record is a CRP.

    - Rapid placement
    - 25% Above Minimum Wage (Reference: Local Minimum Wage)
    - S.T.E.M.
    - Specialized Disability Populations (ABI, Autism, Blind, Deaf, Deaf-Blind)
    - Ex-Offender
    - Ticket-to-Work SGA (Substantial Gainful Activity)
    - Supported Employment Natural Supports Incentive (available only if IPE includes transition to extended services provided by Natural Supports)

28. **If the consumer's employment has not reached 90 days after the Employment Start Date:** Describe progress, including ongoing support services for which intensive job coaching hours continue to be needed prior to completion of short-term job coaching or prior to transition to long-term funding or to natural supports.

29. **If the consumer's goal included using Natural Supports to maintain employment in the absence of long-term funding availability:** Describe the ongoing extended services being provided by Natural Supports. This description is required for DORS to pay the CRP invoice for Supported Employment Natural Supports Incentive. **Note:** DORS will not pay the supported employment natural supports incentive at 90 days if funding youth extended services. However, other incentives available would still apply.

Youth Extended Services:

30. List those targeted work habits and skills consistent with the goal listed on the IPE and for which the DORS counselor is purchasing services on behalf of the individual.

    (**Example:** Peter will learn to stock the cereal according to the UPC Code; Peter will learn to use the time clock to begin work and at the end of his shift; Peter will learn to use public transportation to get to and from his job.)

    For each task identified, the job coach will identify the targeted date by which it will be achieved and whether the objective was achieved that month.

31. Attach Job Log and daily record of hours used for youth extended services (minimum four contacts per month required).

32. Track the number of months and years that the consumer has received youth supported employment services. If the youth began receiving extended services from a different provider, the DORS counselor will be able to advise you which month/year to indicate in your first report.

33. Indicate “Yes” or “No” for whether the consumer turned age 25 during the report period.

34. Indicate “Yes” or “No” for whether a long-term funding source has been identified during the report period.

35. Indicate “Yes” or “No” for whether Natural Supports have been sufficiently developed to support the consumer.

36. **If “No” is answered for all three questions above:** Describe the progress toward identifying a long-term funding source or to developing Natural Supports, including the approximate availability date.

Daily Record of Hours for Job Placement and/or Job Coaching and Type of Service Provided:

37. **Month/Year** – Enter in the actual calendar month(s) and year the report is covering.

38. **Actual date that the client worked** – Enter the actual numerical dates of the months the individual is scheduled to work or job development/placement is taking place. Include those dates that the individual is scheduled but does not show due to such things as illness and tardiness.

39. **Number of hours the client worked on the date specified** – Enter the actual amount of time the individual has worked for that day. If the individual has worked for a portion of an hour, it would be represented to the nearest 15-minute interval (example: 3 hours 15 min). Best practice is to total the weekly work hours at the end of each workweek and place in parentheses. The rehabilitation counselor is responsible for monitoring those hours. Record hours of job placement/development as applicable.

40. **Number of Job Coaching hours provided** – Include hours provided onsite and offsite.

41. Check the Types of Service Provided:

    a. **1 = Job Development** – For Job Coaching, this column would not be completed.

    b. **2 = Job Skills Training** – Job Skills Training may only be provided at the job site; training provided for the acquisition of those tasks, duties and responsibilities necessary to complete a job; instruction in areas which develop or maintain the individual’s skills and knowledge for a specific vocational goal. This would also involve the actual time spent observing, supervising, intervening, and assisting the individual in the performance of their duties.

    c. **3 = Follow-up Services with natural supports development** – This includes:

    - Regular contact with employers, trainees, parents, guardians, or other representatives of trainees, and other suitable professional and informed advisors in order **to reinforce and stabilize the job placement.**

    - Offsite job coaching, as applicable.

- Facilitation of Natural Supports at the worksite (networking with employer to promote the development and use of Natural Supports, to include the actual time that the job coach spends working with the regular worksite supervisor, co-workers, parents, or others to assist that person toward assuming the function of providing the regular or intermittent job coaching the individual needs in order to maintain the job.

d. **4 = Social Skills Training** – May include the enhancement of those behaviors that are needed in order to get along with others **at** the workplace. Areas of consideration include:

    - Interpersonal skills
    - Grooming
    - Nutrition and hygiene
    - Budgeting or banking

e. **5 = Related Services** – These include:

    - **Advocacy** – on behalf of the individual related to health and wellness, housing (encouraging, enlisting support of the residential staff), legal issues (e.g., intervention, discussions with lawyers or other representatives, and/or probation), etc. as appropriate. Does not include assisting an individual to apply for benefits, improving handwriting skills, Discovery, or other potentially non-work related activities. If in doubt, check with the referring counselor prior to providing the service.

    - **Travel Training** – teaches individuals how to use public transportation or other means of getting to and from the job. Travel training involves the actual time the job coach spends training the individual in developing independent transportation skills. This training is time limited and the estimated plan of travel, if appropriate, should be reflected in the IPE as with other services. Travel training should reflect a fading or phasing out (decreased training time as the individual's proficiency increases). Use comments section to include an explanation for services provided under Other and Related services.

      Note: This does not include transporting the individual (see Other, below).

    Use **Comments** section to include an explanation for services provided under #5.

f. **6 = Other** – This category may include those activities related to the individual that are not identified above, such as the following:

    - **Staffing** – Periodic meetings to review progress of the individual and service coordination (must be in person and must include the DORS counselor, the consumer, and job coach at a minimum). If CRP staff meet with DORS staff regarding several consumers at one time, the time spent discussing all cases must be prorated among each consumer. The total time spent discussing consumers cannot exceed the time spent in the meeting. Use comments section to include an explanation for services provided under Other.

    - **Travel Time** – Job coach travel time to and between alternate worksites is allowed if the travel is outside of regular work hours or their regular catchment area and is pre-approved by the counselor. If more than one individual is seen at the same location, the job coach must split/prorate the travel time.

- **Other Rehabilitation Services** – This includes other services specified in RSM 2, Section 700 needed to achieve and maintain job stability.

Use **Comments** section to include an explanation for services provided under #6.

42. **Comments** – Enter any comments, notations, or exceptions that impact on that day's activities concerning the individual, job, or job coach's activities.

Calculate the Total Service Hours in the Daily Record:

43. Hours used for the month for Job Development, including Job Development Prep, Job Development, and Interviewing Assistance, as applicable.

44. Hours used for the month for Onsite or Offsite Job Coaching.

45. Total hours this report (Job Development + Onsite or Offsite Job Coaching) – Add the total number of service hours provided. (**Note:** This total number of hours must correspond to the monthly bill received by the DORS counselor.)

46. Forward completed Employment Services Progress Report (RS-7d) (with attachments, as required) to the DORS Counselor along with the related invoice, as applicable, on a monthly basis. Consider including progress notes as an attachment.