

**RSM 2  
VR & IL POLICIES AND PROCEDURES MANUAL  
SECTION 1200**

## **WORKFORCE & TECHNOLOGY CENTER**

Updated: 7/23

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### **1201 Description of the Center**

DORS Workforce & Technology Center (WTC) is an interdisciplinary resource for the provision of employment-related services designed to promote the achievement of employment outcomes and independence for individuals with significant disabilities. The focus of WTC is in support of DORS Mission (see **RSM 1, Section 100**).

### **1202 Scope of Services**

All services at WTC are accessible and are employment-focused or are provided in support of an employment goal. Reasonable accommodations are provided as appropriate. Services available include the following:

- a. **Academic Services** – including academic assessment, college assessments, individual and group academic or GED® instruction.
- b. **Autism Services** – provides specific services for individuals with Autism, as well as support services for these consumers when participating in other WTC Services. Specific services are designed to assist consumers with increasing success while attending college and/or enhancing functional skills for employment. Ongoing support to consumers through individual counseling and group meetings is available.
- c. **Behavioral Health Services** – including assessment, education, support groups, monitoring of substance abstinence, individual counseling, consultation, and crisis intervention and referral, to assist individuals with mental health and substance abuse disabilities to successfully complete rehabilitation services and prepare for employment demands..
- d. **Career & Technology Training Programs** – providing occupational skill training to prepare consumers for competitive integrated employment.
- e. **Employment Services** – including provision of assistance to individuals in identifying, obtaining and maintaining employment in accordance with interests, skills and abilities; and provision of services to employers to facilitate employment of individuals with disabilities.
- f. **Enrichment Services** – including supervised recreation activities, to assist individuals in developing life skills in preparation for employment and/or independent living.
- g. **Rehabilitation Technology Services** – using systematic application of assistive technology to reduce barriers resulting from functional limitations in communication, vision, motor and/or cognitive skills in the areas of computer access, adaptive driving, residential modification and telecommunication.
- h. **Room, Board and Enrichment (RB&E) Services** – including residence, meals, recreational opportunities, and support services, to enable individuals to attend comprehensive programs in the Baltimore metropolitan area.
- i. **Services for the Blind and Visually Impaired (OBVS at WTC)** – including instruction in independent living skills, Braille, and orientation and mobility, in order to develop maximum independence in employment or in the community.
- j. **Work Readiness Programs** – providing activities to expose individuals to workplace expectations, and opportunities for development of appropriate work behaviors and attitudes.

## 1203 Financial Responsibility

DORS comparable services and benefits and financial need policies (see **RSM 3, Section 1300** and **Section 1400**) apply to services provided by WTC.

## 1204 Admission to WTC

### 1204.01 Criteria for Admission

Admission to WTC is dependent upon the following criteria being met:

- a. The services and resources needed to address the functional limitations presented by the applicant are available at WTC or are available through community providers in the area and can be coordinated by the WTC case manager.

- b. The individual is registered with DORS and meets Order of Selection criteria (see **RSM 2, Section 500**); is registered with a representative of a public or private organization or agency when an agreement has been established between WTC and the organization or program regarding direct referral of an individual.
- c. There is evidence that the individual has the capacity for self-directed activity and participation in a program of services conducted in a group setting.
- d. The current health status is sufficiently stable to permit participation in a program of vocational and/or independent living rehabilitation services.
- e. The admission is voluntary on the part of the applicant.

See also **RSM 6, Section 301**.

### **1204.02 Restrictions to Admission**

An individual may be denied admission to WTC by the WTC director or designee upon the recommendation of the Admissions Committee if the applicant meets any one of the following:

- a. Applicant does not meet criteria in **Section 1204.01**.
- b. Applicant has a communicable disease, as defined in COMAR 10.06.01, unless WTC Director approves admission on the grounds that the communicable disease is not transmittable by casual contact and the applicant's behavior characteristics and history indicate that there is not a risk of transmission to other individuals at WTC.
- c. Applicant has a history and/or shows evidence of engaging in behavior that is considered dangerous to the health and safety of self or others.
- d. Applicant requires a level of care or supervision unavailable at WTC.
- e. Applicant is a minor who requires separate residential facilities for care or treatment as may be required by law or regulation.
- f. Applicant is incarcerated in a correctional institution or is required to be under the supervision of law enforcement officers.
- g. Applicant is not able to return home every weekend and upon completion of the program.

### **1204.03 Additional Criteria for Specific Programs**

Individuals may be admitted to the following programs if they meet criteria specified in **Section 1204.01** and **Section 1204.02** and meet the following additional criteria:

- **Room, Board and Enrichment (RB&E)** – Provision of this service will be considered dependent upon:
  1. Availability of other community resources to address residential needs of the individual, and
  2. Capacity and priorities of WTC.

Individuals in RB&E must be able to leave WTC and return to the community when their program is not in session.

## 1204.04 Admission Decision and Appeal Process

- a. **Acceptance for Admission** – WTC case managers or program designees will be responsible for notifying the individual and the referral source of the admission decision and date and time of scheduled admission.
- b. **Denial of Admission** – If the applicant is being denied admission by the WTC Admissions Committee, the Program Manager will be responsible for notifying the applicant and referral source of the denial including:
  1. Reason/reasons for denial.
  2. Availability of the Client Assistance Program (CAP) and the right to an Appeal Hearing (see **RSM 1, Section 300**).
  3. Recommendations for alternative services, as appropriate.

## 1205 Referral Process

### 1205.01 Required Information

- a. The referral source shall assure that information supporting the referral to WTC is attached in AWARE™, including the following, as applicable:
  - Client Litigation Agreement.
  - Workers' Compensation Commission Order.
  - Documentation supporting training services requested.
  - Current medical documentation.
- b. WTC Admissions and other staff will review the service authorization, accompanying information and the AWARE™ record of services. If additional information is needed, WTC Admissions staff or the WTC case manager will contact the DORS counselor to resolve the concern. If an additional service is needed or if a service has been requested that does not appear to be necessary, the WTC Admissions staff will edit the service authorization and document the change. If a change to a service authorization is identified by the WTC case manager, then the case manager will notify the DORS counselor and request that the WTC AWARE™ Help Desk make the change.

Based on referral information received, the assigned WTC case manager or center counselor may conduct a Maryland Judiciary Case Search to obtain additional information. This includes but is not limited to criminal history, sexual offenses, court-ordered provisions, parole/probation, etc.

If there are grave concerns about the individual's ability to function at WTC at the time of referral, WTC staff shall discuss with their supervisor and program manager the issues of concern. A plan to address the issues will be developed and shared with appropriate staff. If a plan cannot be developed, then a WTC Admissions Committee will be convened. See **Section 1204.04**.

### 1205.02 Pre-admission Conference

A pre-admission conference is required for all individuals referred to WTC for Career & Technology Training Programs. The pre-admission conference will include the referral source, the individual, the WTC center counselor, and others as appropriate, and may be conducted via teleconference or other means.

The conference will address proposed services with the individual, clarify residential and transportation needs, address the need for uniforms and/or tools, determine if additional services are needed, and review attendance expectations. The need for reasonable accommodations, such as an adjusted schedule at WTC, will be addressed during this conference. The IPE will be reviewed and amended, if necessary, so that it is consistent with the scope and nature of services to be provided at WTC.

### **1205.03 Rescinding an Authorization to WTC**

If a Service Authorization for an individual has been drafted to WTC and the individual no longer desires WTC services and/or the individual's record of services with DORS will be closed, field staff will cancel the Service Authorization and immediately notify the WTC admissions office so that services are not scheduled for the person.

### **1205.04 Closure of the DORS Record of Services**

The DORS record of services cannot be closed if there is an open Service Authorization. Be sure to request closure of an open Service Authorizations prior to closure of the record.

## **1206 Residential Services**

Residential services are support services which are available for individuals admitted to WTC. Individuals must be able to return to the community each weekend, when their program is not in session, when WTC is closed, and when they complete their program.

In order to assure that sufficient, appropriate supports are in place from the time of admission to WTC, individuals beginning WTC services, including those requesting residential services, shall be admitted on the day that their services are planned to begin (Monday through Friday).

Scheduling of admission to and arrival at WTC is coordinated with the individual, their WTC case manager, and their DORS counselor. Requests to arrive at WTC prior to the scheduled admission date must be coordinated in advance with the WTC case manager. Individuals arriving at WTC prior to their scheduled admission without prior approval may be denied admission at that time.

See also **RSM 6, Section 304**.

## **1207 Orientation and Admission Process**

The individual's orientation to WTC begins prior to the day of admission and involves DORS field and WTC staff. The following activities are included.

### **1207.01 Notification of the Individual**

Prior to initiating a WTC Service Authorization, it is the referral source's responsibility to provide the individual an overview of WTC services, expectations, and policies and procedures relevant to the individual's anticipated program of services.

The referral source will immediately contact the WTC Admission Office, WTC case manager or service provider upon receipt of notification from the individual that issues have emerged which could impact on attendance or services.

### **1207.02 Pre-Admission Conference**

See **Section 1205.02**.

### **1207.03 Admission and Orientation Procedures at WTC**

The individual's WTC orientation activities are scheduled prior to admission, on the day of admission, or soon thereafter, and include the following. (The nature of orientation depends on the program of services to be provided.)

- a. Receipt of a copy of the **WTC Admission Packet**, which includes **General Rules and Regulations** and **Attendance Expectations**.
- b. Registration and issuance of identification badge.
- c. A meeting with the WTC case manager or service provider.
- d. Participation in a tour of WTC, if applicable.
- e. Participation in orientation to Residential services, if applicable.

### **1208 Maintenance & Transportation**

- a. Maintenance & transportation (M&T) funds may be used at the discretion of the DORS counselor for an individual commuting from home to WTC or for an individual who is using WTC RB&E services to commute to a community program.
- b. Public transportation assistance in the form of bus passes shall be provided to the individual participating in Career & Technology Training programs or receiving RB&E services by the WTC case manager at the request of the field counselor to assist with commuting to WTC.

### **1209 Uniforms, Tools, Equipment and Supplies**

- a. Uniforms, special clothing and/or shoes required for training will be provided by WTC.
- b. Materials such as textbooks and other items needed for training conducted at WTC will be provided by WTC.
- c. Basic tools needed for job placement will be purchased by WTC for individuals enrolled at WTC and for whom an offer of employment has been confirmed.

### **1210 Disciplinary Action**

The WTC program manager or designee may take appropriate disciplinary action for violations of WTC's rules and regulations, or when behavior is disruptive to the operations of WTC programs and services. The severity of the disciplinary action shall be based on the nature, extent and impact of the behavior. Disciplinary action may range from restriction of WTC privileges and/or development of an Action Plan, to temporary suspension or discharge from WTC. Criminal infractions will result in legal action to address such matters.

See also **RSM 6, Section 305**.

#### **1210.01 Action Plan Development**

With participation by the individual and appropriate WTC staff and referral source, the WTC case manager will facilitate development of an Action Plan detailing behaviors to be addressed, supports available to the individual to change the behaviors, and consequences if the target behaviors continue. The Action Plan may include restriction of privileges at WTC. Reasons for the Action Plan will be

discussed with the individual. The WTC case manager will be responsible for providing a copy of the Action Plan to the individual and to the referral source. The Action Plan will be reviewed periodically and amended as necessary.

### **1210.02 Temporary Suspension**

A WTC program manager, upon notification of the referral source, may recommend the temporary suspension of an individual from WTC and the reasons for the recommendation. The suspension cannot exceed 30 days. The program manager shall:

- a. Give the individual oral and written notice in the appropriate mode of communication of the suspension and the reasons for the suspension.
- b. Inform the individual and, as appropriate, the individual's authorized representative of the Client Assistance Program (CAP).
- c. Inform the individual (and, as appropriate, the individual's authorized representative) of the Appeal procedures (see **RSM 1, Section 304**).
- d. Notify the referral source in writing of the suspension.

The individual may remain at WTC pending appeal of the suspension unless the individual's presence poses a continuing danger to self or others or negatively impacts on WTC's capacity to serve others.

An individual who has been suspended from a program of services may not be permitted to return to WTC following the term of the suspension until a case conference is held. The case conference will include:

- The individual
- The individual's authorized representative, as appropriate
- CAP representative, if requested by the individual
- WTC case manager
- WTC program manager or designee
- Referral source
- Other WTC staff who have been providing services to the individual

The program manager or designee will facilitate the conference, the purpose of which will be to provide recommendations regarding the individual's return to WTC, including any conditions or restrictions to be applied, an extension of the suspension, or discharge. The individual will be advised of this determination in writing, supplemented as necessary by appropriate modes of communication, and will be advised of the right to appeal.

### **1211 Discharge from WTC**

See also **RSM 6, Section 306**.

#### **1211.01 Discharge**

Discharge from WTC shall be affected, with the active participation of the referral source, under the following circumstances:

- a. The individual satisfactorily completed their rehabilitation program.
- b. The individual has met the requirements for graduation from a Career & Technology Training program.

- c. The individual initiated voluntary termination of the program.
- d. The individual has failed to achieve satisfactory progress, and efforts to resolve the issues contributing to the lack of progress have been unsuccessful.
- e. The individual's medical condition prevents continued participation in a program of services.
- f. The individual exhibits behavior which is dangerous or harmful to self or others.
- g. As a result of disciplinary action (see **Section 1210**).

#### **1211.02 Documentation Requirements for Disciplinary Discharge**

At the time of discharge from WTC, the individual, the individual's authorized representative (as appropriate), and the referral source shall be given written notification of:

- a. Reason for discharge and recommendations.
- b. Availability of the Client Assistance Program (for reasons **Section 1211.01 d and f-h**).
- c. Information about the appeal process (for reasons **Section 1211.01 d and f-h**).

#### **1211.03 Reconsideration of Disciplinary Discharge Decision**

An individual or an individual's authorized representative may request reconsideration by the WTC program manager of a decision to discharge within three days of notification of the decision. The WTC program manager shall confirm or overturn the decision within 24 hours of the request, during which time the individual may remain at WTC and receive services unless the individual's continued presence presents a danger to self or others.

If the discharge decision is confirmed, the WTC program manager shall notify the individual and referral source. The individual may request an Appeal Hearing and may remain at WTC and receive services pending the appeal process unless continued presence of the individual presents a danger to self or others, or if WTC services were obtained through fraud, collusion or criminal conduct on the part of the individual. If the individual's presence at WTC negatively impacts on WTC's capacity to serve others, the individual may be required to withdraw pending the appeal process. An expedited appeal hearing may be requested by WTC staff through supervisory channels.