

Attachment 1

I. Scope of Work (SOW)

This Scope of Work (SOW) outlines the tasks and responsibilities of the Vendor in providing Job Development, Job Placement, Job Coaching, and Supported Employment services to Division of Vocational Rehabilitation (DVR) participants. The primary objective is to assist individuals with disabilities in achieving and maintaining competitive, integrated employment consistent with their Individualized Plan for Employment (IPE).

Scope of Work 1- Job Development Requirements

1. Job Search Aligned with IPE Goals

- The Vendor shall identify employment opportunities aligned with each participant's vocational objectives, individual preferences, and goals specified in the IPE.

2. Employer Engagement

- The Vendor shall engage potential employers to understand specific job requirements, workplace culture, and hiring practices, ensuring proper participant–employer matches.

3. Customized Employment (If Applicable)

- The Vendor shall use individualized strategies (e.g., modifying job tasks, negotiating hours or responsibilities) to accommodate participants who require alternative approaches.

4. Training & Instruction for Job-Search Skills

- The Vendor shall teach participants how to effectively network, follow up on leads, and manage application processes, empowering them to conduct independent job searches.

5. Department of Workforce Solutions (DWS) Profile Creation

- The Vendor shall assist participants in creating and maintaining a DWS online profile to expand job opportunities and access statewide career resources.

6. Preparation for Employment

- The Vendor shall instruct participants on workplace expectations such as punctuality, professional attire, personal hygiene, and other employability standards.

7. Interview Training & Techniques

- The Vendor shall conduct mock interviews and provide guidance on researching potential employers, answering interview questions, and demonstrating professionalism.

8. Disability Disclosure Assistance

- The Vendor shall counsel participants on whether, when, and how to disclose a disability, ensuring each participant makes an informed decision and understands possible workplace accommodations.

9. Self-Advocacy Support

- The Vendor shall encourage participants to articulate their accommodation needs and request support in the workplace as appropriate.

10. Job-Search Skill Demonstration

The Vendor shall verify that participants can:

1. Write résumés, cover letters, and reference letters.
2. Use personal email or voicemail for professional communication.
3. Complete online or paper applications accurately.
4. Navigate job-search websites and apply filters to locate suitable positions.

Deliverable

- **Job Development Progress Report (Attachment 4):**

The Vendor shall maintain documentation of each participant's job-search activities, skill development, and employer outreach, and submit relevant information to the Vocational Rehabilitation Counselor (VRC).

Scope of work 2- Job Placement Requirements

- 1. Placement Matching**

- The Vendor shall help participants secure employment opportunities that align with their IPE goals, strengths, and personal preferences.

- 2. Competitive, Integrated Work Environments**

- All placements must be in settings where the participant interacts with coworkers without disabilities, earns at least minimum wage, and has opportunities for advancement consistent with the job market.

- 3. Ongoing Disability Disclosure Support**

- The Vendor shall continue advising participants on disability disclosure, ensuring they understand their rights and workplace expectations.

- 4. Employment Paperwork & Orientation**

- The Vendor shall assist participants with completing HR documentation, scheduling, uniform requirements, and other onboarding tasks.

- 5. Definition of Job Placement**

- Job Placement is deemed achieved once the participant officially begins work and completes at least one scheduled shift.

- 6. Notification of Placement**

- The Vendor shall notify the VRC of the participant's new employment within 24 hours of placement. Vendor must provide employer details (name, address), position title, start date, hours, and wage.

Service Outcome

- **Stable Job Placement:**

The participant is employed in a position that fulfills the IPE objective and demonstrates the necessary competencies for ongoing success.

Deliverable

- **Job Placement Report (Attachment 5):**

The Vendor shall document the details of the participant's employment and share this report with the VRC.

Scope of Work 3- Job Coaching Requirements *(Approved as needed for Most Significantly Disabled (MSD) and Supported Employment participants)*

- 1. Extended Services for Adults with MSD**

- The Vendor shall provide on-site job coaching to adults who require intensive, ongoing support to maintain employment successfully.

2. Extended Services for Youth with MSD

- The Vendor shall tailor on-site job coaching to meet the transition needs of youth participants, emphasizing skill development and independence.

3. Short-Term Supports

- The Vendor may also offer limited job coaching to participants requiring temporary assistance to stabilize a newly acquired position.

4. Referral Process

- Job coaching referrals and the number of authorized coaching hours are determined by the VRC based on the participant's needs and informed choice.

5. Promoting Stable Employment

- The Vendor shall assist participants in:
 1. Understanding leave policies and proper procedures for unplanned absences.
 2. Managing behavioral health or crisis situations in the workplace.
 3. Resolving conflicts with coworkers, customers, and supervisors.
 4. Complying with relevant reporting requirements as mandated by Federal or State guidelines.
 5. Building natural workplace supports (e.g., coworkers, mentors).
 6. Adjusting on-site coaching frequency based on participant and employer feedback.
 7. Transitioning participants to long-term supported employment services if needed.

Purpose

- **Increase Independence:**

The Vendor shall gradually reduce direct coaching as participants gain competence and confidence, ensuring they can perform job tasks with minimal external support.

Deliverable

- **Job Coaching Report (Attachment 6):**

The Vendor shall document the participant's progress, challenges encountered, coaching techniques employed and recommended next steps.

Scope of Work 4-Supported Employment Services

1. Notification of Employment

- When participants obtain competitive, integrated employment, the Vendor shall notify the VRC and (if applicable) the relevant Developmental Disabilities Supports Division (DDSD) Waiver Case Manager or Mi Via Consultant. Notification shall include employer details, position title, pay rate, hours, and start date.

2. Regular Monitoring Sessions

- The Vendor shall conduct on-site or off-site visits to observe, coach, and follow up with the participant to reinforce skills, troubleshoot workplace issues, and promote job retention.

Deliverable

- **Task Analysis Form (Attachment 6)**

The Vendor shall complete or update a task analysis outlining the participant's job responsibilities, required supports, and progress in skill mastery.

Travel

- Travel Rates are limited to **Supported Employment Only** Travel and mileage rates are aligned with NMAC2.4.2.2
- Vendor Travel requests must be approved by the VRC prior to travel, in an approved IPE and an Authorization issued and signed by the VRC.
- Travel/Mileage Log is Required and must be completed and submitted when requesting approved mileage reimbursement. **(Attachment 3)**
Incomplete logs will not be accepted for payment. If there is not an authorization in place for travel, reimbursement requests will not be paid
- Rand McNally Destination Mileage Calculator/Time print out is required when billing DVR for Approved Travel Time

II. Reporting Requirements

The Vendor shall compile and retain accurate, up-to-date records reflecting all services provided. These records must be submitted to the VRC as instructed in the authorization. Required reports may include:

- 1. Job Development Progress Report (Attachment 4)**
 - Summaries of the participant's job-search efforts, employer outreach, and progress in acquiring job-search skills.
- 2. Job Coaching Report (Attachment 6)**
 - Documentation of on-site visits, interventions, participant developments, and any recommended changes in support level.
- 3. Job Placement Report (Attachment 5)**
 - Verification of the participant's employment details.
- 4. Supported Employment Task Analysis (Attachment 6)**
 - Breakdown of job tasks needed accommodation, and continuous progress updates for participants receiving supported employment services.

A. NM DVR utilizes an Authorization for Purchase. Attachment 9

When a Vendor has been identified and selected by the participant for one of the services identified in this scope of work, an Individualized Plan for Employment will be completed and signed. The IPE must be signed by the participant, guardian (if applicable), and the VRC. An authorization will be created identifying the service, duration, and fees. This authorization must be signed by the VRC and provided to the Vendor before any services can begin.

- Any services provided prior to a signed IPE and an authorization signed by the VRC will not be paid for by the NMDVR.
- Verbal requests to begin services are not valid nor allowed.
- No Vendor is allowed to make any changes to service level provision (e.g. increase or decrease of units of service or service setting).

- B. Payment rates are all inclusive, which means they include the Vendor's staff time, administrative costs, research, report preparation, file reviews, travel time and mileage, time lost due to DVR Participants missed appointments (no show"), and any other costs associated with the service provision. NMDVR will not pay for these costs separately.
- C. VRC will review and approve all reports and billing to ensure compliance with the service(s) as approved and identified in the Participant IPE.
- D. VRC has the right to deny reports for inconsistencies related to billable hours and services provided or other reasons that are not consistent with the IPE or deliverable as described in the Scope of Work.
- E. NM DVR will make payment only for services listed on the invoice completed in accordance with the terms and conditions in the Individualized Plan for Employment and the Authorization for Services. NM DVR may reject an invoice and/or request repayment for any service determined to be out of compliance.
- F. Payments will not be made until the goods and services have been rendered and required invoices, receipts, reports and supporting documentation are received. The NMDVR is not responsible for paying claims or invoices submitted more than 90 days after the services are completed. The 90-day compliance will be strictly enforced. All invoices must be received by NMDVR **monthly** and no later than the fifteenth (15th) of each month in which the services were delivered. Invoices received after such date WILL NOT BE PAID.

III. Acceptable Service Modalities

- 1. **In-Person**
- 2. **Virtual**
- 3. **Hybrid (Combination of In-Person and Virtual)**

The chosen service modality must be agreed upon by the participant and the VRC. Any change to the initially approved modality requires authorization from both the participant and the VRC.

IV. Key Milestones

- **Commencement of Job Development Services**
- **Attainment of a Stable Job Placement**
- **Demonstration of Continued Progress through Job Coaching**
- **Completion of Supported Employment Objectives**

These milestones are meant to guide overall service delivery. Specific service durations or contact intervals shall be determined collaboratively by the VRC, the participant, and the Vendor.

V. Qualification Requirements

All staff performing job development, job placement, job coaching, and supported employment services under this Agreement shall meet the following criteria:

1. Educational Background and/or Experience

- One year experience working with individuals with disabilities in the capacity of Job Developer and/or Job Coach.
- Advanced education (e.g., bachelor's degree) in a related capacity may be considered in place of experience.
- Recognized Certified Rehabilitation Counselors (CRCC) or individuals licensed as Rehabilitation Counselor by NM PED may be considered in place of experience.
- Background report (must be valid within the past six months.)

NMDVR does not process background checks, nor does NMDVR provide oversight to the background procedures or rules. It is the vendor's responsibility to provide background report completed by Department of Public Safety.

- Certification in
Certified Employment Support Professional – CESP

OR

Association of Community Rehabilitation Educators - ACRE

***Subcontracting-**The Provider may not subcontract, assign, or transfer any work without the prior notification and documented consent of the VR Counselor. Regardless of such consent, the Provider retains full responsibility for all work performed. All sub-Vendors are subject to the same Minimum Qualifications as the Provider. NM DVR is not liable to the sub-Vendor for expenses or liabilities incurred under the subcontract.*

2. Knowledge of Disability Rights and Accommodations

- Familiarity with the Rehabilitation Act, Americans with Disabilities Act (ADA), assistive technology, and other disability-related laws and resources to ensure appropriate supports.

3. Job Readiness and Placement Expertise

- Proficiency in job-search strategies, résumé development, interview techniques, employer outreach, and understanding of competitive, integrated employment principles.

4. Effective Communication Skills

- Ability to communicate clearly and respectfully with participants, employers, guardians (if applicable), and NMDVR staff.

5. Adherence to Professional Standards

- Maintenance of confidentiality in accordance with State and federal regulations. Providers must ensure that any confidential information provided by the NMDVR or obtained by the vendor during service delivery remain confidential.
- No conflicts of interest that might compromise service delivery.
- Compliance with NMDVR's prohibition on transporting participants. Vendors are not allowed to transport NMDVR Participants. If it is determined that unapproved transportation has occurred, this will result in corrective action including suspension and or removal from the NMDVR approved Vendors. NMDVR will not assume responsibility and will not be held liable.
- Compliance with all insurance, bonding, and licensing requirements under this Agreement.
- Vendor shall deliver services with objectivity and respect for the individual needs and values of the participants they are serving

- Vendor shall not discriminate based on factors irrelevant to the provision of services
- Vendors shall not make contact to VR Staff or Participants to solicit referrals

6. Required Documentation as applicable

Vendors must submit Vendor qualification documents for all proposed staff members, including sub-Vendors if any, designated for the completion of each deliverable

- Resume
 - Verification of liability business insurance for the purposes of providing services to participants with disabilities
 - ACRE or CESP Certificate
 - Bachelor's Degree
 - Recognized Certified Rehabilitation Counselors (CRCC) certificate
 - Background report valid within the past 6 months
 - Example resumes – skills based and chronological
 - Example cover letter
 - Example of monthly invoice
 - Example of written reports
-