



NMDVR-Job Development/Coaching



Agreements

To maintain consistency and accountability across all vendors, adherence to the new requirements is mandatory.

All submissions must follow the updated guidelines without deviation for consideration.

NMDVR will only utilize vendors who have responded, been approved and have signed an agency agreement.

- Vendors must understand that only services approved within the selected Scope of Work (SOW) are allowed.
- The determined Scope of Work and selected vendor is agreed upon by the participant and the Vocational Rehabilitation Counselor. NMDVR staff will provide referral details with the identified SOW.
- Vendors must not perform services outside of the agreed-upon Scope of Work.



Scope of Work (SOW)

This Scope of Work (SOW) defines the Vendor's responsibilities in providing services to Division of Vocational Rehabilitation (DVR) participants.

Services include Job Development, Job Placement, Job Coaching, and Supported Employment.

The goal 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
2. Job Placement Requirements
3. Job Coaching
4. Supported Employment Services



SOW # 1 - Job Development

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

A. Write résumés, cover letters, and reference letters.

B. Use personal email or voicemail for professional communication.

C. Complete online or paper applications accurately.

D. Navigate job-search websites and apply filters to locate suitable positions



Attachment 5

Service Outcome – Documentation *(deliverable)*

Job Development Progress Report (Attachment 5):

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).

Job Development Progress report must be submitted monthly to Vocational Rehabilitation Counselor.

Job Development Monthly Report

Agency Name	
Job Developer/Coach	
Participant Name	
Participant ID	
Location of Service(s)	

Type of Service: Job Development

Number of hours completed: _

Identify types of activities completed:

- Resume development
- Cover letter
- Communications with employers (letters, emails in person, etc.)
- Developing references
- Identifying of potential workplace barriers
- Interviewing skills
- Vocational assessment profiles
- Job coaching
- Task analysis
- Other(s) – must be defined in more detail.

IPE/Employment Goal:

Describe detailed information of the activities and hours completed for the month. If resume, cover letter, reference list, vocational assessment profiles, and/or task analysis were developed and/or completed, please, submit with payment requests.



SOW # 2 - Job Placement

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 Documentation

(deliverable)

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

Job Placement Report (Attachment 6): The Vendor shall document the details of the participant’s employment and share this report with the VRC.

Attachment # 6 – Placement Form

Attachment 6 Placement Form

Please report employment **immediately** to VRC, RT. Notification of the placement is imperative for tracking/payment purposes. This form must be completed and submitted to the participants'VRC.

VRC:

Job Developer:

Participant Name/Client ID #: _____ Participant Home/Cell Phone #: _____

Placement Information

Does Job Placement Match Employment Goal on IPE: Yes No
If no, please contact VRC immediately by phone or email to report (w/in 3days)

Job Title: _____ Employment Start Date: _____
 Employer/Company Name: _____

Employer Address: _____

Supervisor's Name: _____
 Employer Location Phone: _____
 () Participant's Work Phone: () _____

Length of Probation in Months: _____
 Government Employer: Yes No Federal OFCCP Contractor: Yes No

Job Duties (briefly): _____

Hourly wage: \$ _____ Hours per week: _____
 The wage conforms to federal and state laws regarding minimum wage: Yes No
 Is the participant currently receiving medical insurance? Yes No
 Is medical insurance available through participant's employer? Yes No
 Did participant sign up for the insurance? Yes No

Did participant sign ROI for permissions to contact employer for follow-up? Yes No

By signing below, I the job developer, agree with the employment goal, employment conditions, preferences, and/ or interests, of my participant are being met at this employment site. I the job developer am certifying that this is an appropriate employment goal and outcome for this participant.

Job Developer & Date: _____



SOW #3 - Job Coaching

(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 & proper procedures for unplanned absences.
2. Managing behavioral health or crisis situations in the workplace.
3. Resolving conflict with coworkers, customers & 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 & employer feedback.
7. Transitioning participants to long-term supported employment services if needed.



Service Outcome Documentation

(deliverable):



Job Coaching Form

☐ 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.

☐ Job Coaching Report (Attachment 7):

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

Attachment 7

Employer Site: Name & Address	VRC:	Service Provider:
	Job Developer:	Job Coach:
	JD/JC Phone Number:	Employment Start Date:
Wages:	Job Title:	Employed for 90 days?
Date(s) of Service:	Number of Coaching hours:	Additional hours being requested?

Work Schedule (Indicate work hours)

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday



SOW # 4-Supported Employment Services

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.

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.



Service Outcome Documentation

(deliverable):

- ☐ Job Fading document:
- ☐ The Vendor shall complete or update a task analysis outlining the participant’s job responsibilities, required supports, and progress in skill mastery.

Task Analysis Form (Attachment 8)

Attachment 8

Plan for Fading of Job Coaching

To be completed every 2 weeks.

Participant Name:	PID	Start Date
VRC:	Phone	email
Job Coach:	Phone	email
Job title:	Employer	
Hours work/week @ start:	Now:	Job Coach Hours /week @ start
		Now:

To be completed for every Task	Full asst	Mini Ind	Semi Ind	Near Ind	Ind
1					
2					
3					
4					
5					
6					
7					
8					
9					
10					
11					
12					
13					
14					
15					

Full Assistance- needs help just about 100% of the time.

Mini Independence- needs about 75%-80% assistance/reminders



Fee Schedule for Job Development/Job Coaching/Placement

Non-Acute

Service	Rate
Job Placement	\$2400.00

Acute

Service	Rate
Job Placement	\$3600.00
Job Coaching Up to 90 Days	\$60.00 PH MAXIMUM Allowed 60 Hours

Supported Employment

Service	Rate
Job Development	\$45.00 PH Max Allowed 60 Hours Up to \$2700 Number of hours to be evaluated monthly
Job Placement	\$3600.00
Job Coaching Up to 90 Days	\$60.00 Hourly Number of hours to be evaluated monthly

SOW - Fee Schedule



Travel

- Travel Rates are limited to **Supported Employment Only**
Travel and mileage rates are aligned with NMAC 2.42.2.2
- 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 4)**
 - Incomplete logs will not be accepted for payment. If there is not an authorization in place for travel, reimbursement requests will not be paid
- Google Maps Destination Mileage Calculator/Time print out is required when billing DVR for Approved Travel Time and Mileage

Attachment 3

<p>Contractor Mileage and Per-Diem Travel Subject to TITLE 2 PUBLIC FINANCE CHAPTER 42 TRAVEL AND PERDIEM PART 2 REGULATIONS GOVERNING THE PER DIEM AND MILEAGE ACT 2.42.2.2 NMAC AND Supported Employment Only</p>	
Mileage	<p>Mileage Rate per NMAC 2.42.2.2</p> <p>Mileage log is required when billing DVR</p> <p># of trips can be negotiated by the VRC Team</p>
Travel Time	<p>Rate \$16.00 per hour</p> <p>http://www.google.com/maps for travel taken place on or after January 16, 2024/Time print out is required when billing DVR</p>
Per Diem/ Overnight Stay	<p>Rate per NMAC 2.42.2.2 Written statement and report required when billing DVR</p> <p>**# of hotel nights can be negotiated by VRC/Team**</p>



Acceptable Service Modalities / Key Milestones

SERVICE MODALITY

- In-Person
- Virtual
- 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.

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.



Qualification Requirements

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

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



Background Checks-Mandatory

IN-STATE BACKGROUND CHECKS:

Pursuant to 29-10-6(A) of the New Mexico Arrest Record Information Act, an individual may inspect, in person, through his counsel, or through his authorized agent, arrest record information concerning him/her.

To obtain arrest record information, a Department of Public Safety (DPS) **[Authorization for Release of Information form](#)** (click **[here](#)** for Spanish version) must be completely filled out (legibly) and submitted to this agency for processing. The form must be notarized and the fee is \$15.00 per record check, which should be a money order or cashier's check made payable to the Department of Public Safety. The DPS must receive the authorization form with the "original" signature. With the required release and proper payment, all adult arrest records are released.

If a "Police Certificate of Good Standing" is needed (usually for immigration purposes), the cost of the certification with the background check is \$33.00.

The turn around time is 7-15 working days from the date of receipt (depending on the current volumes and workload) and should only be requested by mail. Attached is the required release form, which may be duplicated.

<https://www.dps.nm.gov/law-enforcement-records-bureau/fingerprinting-and-background-checks/>



Qualification Requirements cont.

1. **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.
2. **Job Readiness and Placement Expertise**
 - Proficiency in job-search strategies, résumé development, interview techniques, employer outreach, and understanding of competitive, integrated employment principles.
3. **Effective Communication Skills**
 - Ability to communicate clearly and respectfully with participants, employers, guardians (if applicable), and NMDVR staff.

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.



Qualification requirements continued..

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



Required Documentation

Vendors must submit Vendor qualification documents for all proposed staff members, including sub-Vendors if any, designated for the completion of each deliverable by **April 10, 2025.**

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

To the NMDVR:

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QUESTIONS?
Contact
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Thank you
