

**MARYLAND STATE DEPARTMENT OF EDUCATION
DIVISION OF REHABILITATION SERVICES**

AND

CHIMES INC

**Cooperative Agreement
For
Purchase of Employment Service**

JANUARY 2020 – JANUARY 2023

Table of Contents

Topic	Page
A. Purpose	3
B. Legal Basis	3
C. The Role and Function of Each Agency	4
D. Responsibility of Each Agency	6
E. Referral Procedures	7
F. Eligibility and DORS Plan Development	8
G. Approved Services and Reporting Requirements	8
H. Communication Regarding Persons Served	15
I. Fees, Billing and Financial Procedures	16
J. Hours of Operation	17
K. Supervision of Persons Served	18
L. Rights and Informed Choice of Persons Served	18
M. Outcomes Measurement	19
N. Development/Enhancement of Services	19
O. Governing Law	19
P. Disputes	19
Q. Indemnification	20
R. Multi-year Agreements	21
S. Termination for Default	21
T. Termination for Convenience	21
U. CHIMES INC Statement	21
Signature Page	23

Appendices:

- Appendix 1 – Statement of Assurance of Compliance with Civil Rights Laws
- Appendix 2 – Program Services and Fee Schedule
- Appendix 3 – Liaisons for the Cooperative Agreement

Attachments – DORS forms included as appropriate:

- Attachment A – Employment Services Progress Report (RS 7d)
- Attachment B – Employment Verification & Placement Incentive Request (RS 7g)
- Attachment C – Fading Schedule (Attachment 800-3)

A. PURPOSE

This Plan of Cooperation is entered into between the Maryland State Department of Education, Division of Rehabilitation Services (herein referred to as DORS) and **CHIMES INC**, which is DDA licensed, for the purpose of establishing practical and effective working relationships between the two agencies in coordinating and providing effective service to individuals with disabilities. Both agencies affirm that no person will be discriminated against, excluded from participation in or be denied the benefits of any of the services enumerated hereafter because of race, color, gender, creed, physical or mental disability, age, political affiliation, or national origin. Each agency further affirms that no otherwise qualified individuals with a disability shall, solely because of disability, be excluded from the participation in, be denied the benefits of, or be subjected to discrimination under any program or activity. (Appendix I, Statement of Assurance of Compliance with Civil Rights Laws).

This cooperative agreement is designed to:

- Define and promote the relationship of both agencies.
- Establish principles for the development of working relationships between the two agencies.
- Define the role, function and responsibilities of each agency.
- Establish criteria by which the cooperative operations may be reviewed and evaluated in order to determine their effectiveness.
- Define areas of cooperation, including procedures related to referrals, service provision, reporting, communication, billing and other program areas.

CHIMES INC Preference for Set-Aside Contracts. A condition of a Community Rehabilitation Program's approval is to provide approved services to DORS consumers. As an approved DORS Community Rehabilitation Program, **CHIMES INC** is eligible for a preference for set-aside contracts through Maryland Works. DORS does not enter into cooperative agreements with Community Rehabilitation Programs for the sole purpose of enabling their eligibility for such set-aside contracts. ***DORS enters into agreements with Community Rehabilitation Programs interested in providing certain approved services to DORS consumers. DORS will monitor CHIMES INC provision of services to DORS consumers and may withdraw approval of CHIMES INC if it is found to be providing few if any employment services to DORS consumers.***

B. LEGAL BASIS

The coordination of programs serving individuals with disabilities and the development of cooperative agreements between these programs has the following basis in Federal and State law:

- The Rehabilitation Act of 1973, as amended by The Workforce Innovation and Opportunity Act (WIOA) (P.L. 113–128)34 Code of Federal Regulations §§ 361-365
- The Americans with Disabilities Act of 1990, as amended
- Maryland Education Article, §§ 21-301 – 21-304, Annotated Code of Maryland
- Code of Maryland Regulations, 13A, Subtitle 11.

C. THE ROLE AND FUNCTION OF EACH AGENCY

1. Division of Rehabilitation Services (DORS)

DORS is the official State agency responsible for administering the Public Rehabilitation Program in Maryland. As such, DORS is responsible for providing to individuals with disabilities determined to be eligible and to meet Order of Selection criteria, vocational rehabilitation services and employment opportunities consistent with their assessed needs, capabilities, priorities, abilities and informed choice as well as Pre-Employment Transition Services for both eligible, and potentially eligible, Students with Disabilities.

The Division is responsible for assessing the vocational potential of Maryland citizens with disabilities and providing services to assist eligible individuals in entering or re-entering employment thereby improving their ability to function independently in the community. In responding to the vocational needs of eligible individuals with disabilities, DORS will provide and/or coordinate services including but not limited to:

- Pre-Employment Transition Services
- Assessment for determining eligibility and priority for services for vocational rehabilitation based on the following federal criteria: The individual (1) has a physical or mental impairment which for the individual constitutes or results in a substantial impediment to employment; and (2) requires vocational rehabilitation services to prepare for, enter, engage in, or retain gainful employment. Individuals eligible for Supplemental Security Income or Social Security Disability Insurance and those eligible for supported employment through of the Developmental Disabilities Administration and the Mental Hygiene Administration are presumed eligible for DORS services.
- Career assessment services
- Information and referral services
- Assistive technology services
- Vocational counseling and guidance
- Diagnosis and treatment of physical and mental impairments
- Vocational and other training services
- Supported employment services
- Self-employment services
- Placement and follow-up

DORS is required by federal law to establish an “**order of selection**” for services when the agency has insufficient funding to serve all eligible individuals. The order of selection stipulates that individuals with the most significant disabilities shall be served on a priority basis. Individuals may be placed on a waiting list for services. DORS will advise **CHIMES INC** of the status of the order of selection periodically, including anticipated impact on referral of DORS consumers to **CHIMES INC** for services.

The **financial need** of the individual with a disability is considered in determining if the individual would be required to contribute to the cost of certain rehabilitation services. In such instances, the income of the individual/family and size of the family are taken into account.

- a. DORS supports only **competitive integrated employment**. To satisfy the definition of “competitive integrated employment” in section 7(5) of the Rehabilitation Act and 34CFR

§361.5(c)(9) of the implementing regulations, the employment outcome must satisfy the criteria of three major components of the definition, including competitive earnings, integrated location, and opportunities for advancement.

1. **Competitive Earnings**

- i. Wages comparable to the customary wages paid by the employer to employees without disabilities in similar position.
- ii. Benefits provided by the employer to the individual are comparable to the benefits received by an employee without disabilities in the same or similar position.

2. **Integrated Setting**

- i. Employment typically found in the community
- ii. Employment in which the employee with a disability interacts for the purpose of performing the duties of the position with other employees with the particular work unit and the entire work site, and as appropriate to the work performed, other persons (e.g. customers and vendors), who are not individuals with disabilities (not including supervisory personnel or individuals who are providing services to such employee) to the same extent that employees who are not individuals with disabilities and who are in comparable positions interact with these persons.

3. **Opportunities for Advancement** – The employment setting provides the individual with opportunities for advancement comparable with those available to employees without disabilities in similar position.

CHIMES INC is a 501(c)3 organization.

Tax ID.: 52-0575305

The mission of Chimes is to help people with disabilities engage more fully in life's opportunities, to provide employment and training opportunities for people with disabilities, and to support and promote the overall health and well-being of people by helping them understand, manage, and overcome problems.

The vision of Chimes is for all people to be able to live empowered and enriched lives, to the best of their ability.

The values of Chimes are as follows:

- **Commitment:** We are committed to excellence in all we do and are passionate about our work and the people we serve.
- **Respect:** We accept personal differences, treat others with dignity, and demonstrate consideration for the opinions and needs of others.

- **Integrity:** We are dedicated to the highest standards of professional conduct and transparency.
- **Prudence:** We exercise sound judgment and take responsibility for our actions.

CHIMES INC Core Programs: CHIMES INC is licensed by DDA

D. RESPONSIBILITIES OF EACH AGENCY

- Each agency is responsible for **clarifying the relationship** between the two agencies, and for defining the areas of responsibility for serving individuals with disabilities.
- The Assistant State Superintendent in Rehabilitation Services, through DORS staff members (the DORS Regional Director, Program Manager and the Staff Specialist for Community Rehabilitation Programs); and the Executive Director (hereafter referred to as Director) of **CHIMES INC** or designee, shall act as the **liaisons** for this Cooperative Agreement (Appendix 3 – Liaisons for the Cooperative Agreement). The staff members identified will:
 - Develop procedures, evaluate policies and procedures, and ensure continuity of working relationships; and
 - Define the working relationship of the two agencies as a part of the orientation training course for new staff members.
- **CHIMES INC** agrees to maintain the appropriate, current certificate issued by the Department of Labor if persons served are engaged in work earning less than the minimum wage.
- **DORS** and **CHIMES INC** will **exchange information and access to records of services** of persons jointly served including information about eligibility, service provision and outcomes in order to provide an effective and efficient working relationship. Each agency shall **preserve the confidentiality** of the record and all exchanges of information and access to records of services of persons served shall be in accordance with the federal privacy act, and all applicable federal and Maryland law. Re-disclosure of confidential personal records provided by DORS to **CHIMES INC** is prohibited except when permitted in accordance with federal or state law.
- **DORS** and **CHIMES INC** will **arrange joint training and staff conferences** to exchange information concerning functions and responsibilities of staff, in order to effectively meet the needs of individuals served.
- **DORS** and **CHIMES INC** shall **assure that training programs and other services are accessible to individuals who are sensory impaired**, including deaf and hard of hearing, blind, vision impaired and deaf-blind. The DORS Staff Specialist for the Deaf and Hard of Hearing and the Director and staff of the DORS Office for Blindness and Vision Services, will provide or arrange technical assistance as requested.

- **CHIMES INC** is responsible for **providing reasonable accommodations** required by DORS consumers to access their programs (Appendix 1).
- Both **DORS** and **CHIMES INC** are responsible for contacting the DORS consumer by mail, phone and/or email three to four days before the projected start date, to confirm the person's appointment. A record of these contacts shall be retained in the person's record of services.
- **CHIMES INC** shall not begin providing services requested by DORS until the appropriate authorization(s) are written and approved by DORS and received by **CHIMES INC**
- **DORS** shall notify **CHIMES INC** immediately, in writing (including email), of any changes in DORS original or subsequent plans for the DORS consumer if this in any way affects the person's program or funding for the program at **CHIMES INC**
- **THE CHIMES INC'S Director** or designee shall notify the DORS counselor by phone, email or in person whenever the DORS consumer is absent from his/her program three successive days.
- Prior to the completion of services purchased from **CHIMES INC** or implementation of a change in program, **CHIMES INC shall** notify the DORS counselor and the DORS consumer by phone, letter or email or in person.
- The **DORS counselor** shall notify **CHIMES INC** whenever a DORS consumer has been placed in competitive integrated employment.
- This **Cooperative Agreement shall be reviewed** as needed, and prior to expiration by the DORS Staff Specialist for Community Rehabilitation Programs, DORS Field Services and Office for Blindness & Vision Services staff, and a representative of **CHIMES INC**. If changes are needed during the period of the Agreement, it may be amended.
- **CHIMES INC** shall **maintain adequate professional and general liability insurance** to protect persons served referred by DORS.
- This **Agreement shall not create any rights**, including without limitation third party beneficiary rights, in any person, including persons served by DORS, or entity not a party to this Agreement.

E. REFERRAL PROCEDURES

1. Referrals to the Division of Rehabilitation Services

An individual who applies to **CHIMES INC** for services and who has a physical or mental impairment which may result in an impediment to employment should, with their agreement, be referred to DORS if **CHIMES INC** has a basic understanding of the individual's skills, interests, and abilities and the individual has expressed a current interest in pursuing competitive integrated employment and understands what work is. Caution should be exercised in "screening out" applicants for referral to DORS without adequate information. Screening out

cases without sufficient data, i.e., medical, vocational and other relevant data, may result in individuals with disabilities not receiving needed services.

Referral Procedure. Written, in-person and online referral instructions are available on the DORS website: www.dors.maryland.gov.

2. Referrals to CHIMES INC

- The DORS counselor will encourage DORS consumers, and family members/advocates, as appropriate, to **meet with CHIMES INC staff** at the DORS office or **CHIMES INC** in order to gain a better understanding of **CHIMES INC** services being considered.
- The **DORS counselor** shall provide medical, psychological, social, educational, and other relevant (such as DORS Individualized Plan for Employment) and required information to **CHIMES INC** including the specific required referral form for Career Assessment Services and other referral forms as applicable.
- **CHIMES INC** has the option of **not accepting a referral** if it is deemed by **CHIMES INC** that it has not obtained adequate and/or current information or, if in the view of **CHIMES INC**, the person cannot be served by **CHIMES INC**.
- A **DORS Authorization** identifying services to be provided, dates of service and cost will be sent to **CHIMES INC** **prior to** a person entering a service program.
- By referring a person for vocational services and entering into a purchase of service agreement, **DORS expressly is not entering into an employer-employee relationship** with the client or **CHIMES INC**.

F. ELIGIBILITY AND DORS PLAN DEVELOPMENT

The DORS Counselor shall determine eligibility in a timely manner consistent with DORS policy and the federal Vocational Rehabilitation Regulations (34 Code of Federal Regulations Part 361.42). DORS staff shall advise **CHIMES INC** if the individual is affected by a waiting list for DORS services and the anticipated length of any delay. The DORS counselor will develop with the person served an appropriate Individualized Plan for Employment (IPE).

G. SERVICES & REPORTING REQUIREMENTS

CHIMES INC is approved by DORS to provide the following services. **CHIMES INC** is responsible for the monthly reporting of progress and, when appropriate, submitting recommendations on persons referred by DORS according to the standards and format indicated in this section. Reports require the signature of the appropriate **CHIMES INC** staff member and shall be submitted within the specified timeline.

1. Career Assessment Services

Career assessment services (CAS) shall be provided in accordance with the CAS Checklist (Attachment I) and shall include the following elements, regardless of which assessment option is chosen:

- Participation and input of the consumer throughout the process, particularly during each of the following activities – determining the purpose of the assessment, conducting an initial interview, developing the individual assessment plan, reviewing and discussing results and making recommendations;
- Sensitivity to cultural, linguistic, ethnic and other environmental considerations;
- Vocationally relevant behavioral observations and temperament factors;
- Consideration of assistive technology needs.

CAS Reporting. The CAS professional shall share results with the consumer at the conclusion of the service, and shall summarize, synthesize and interpret results in written form understandable to the DORS consumer. A written report of the findings shall be forwarded to the DORS counselor within 14 working days of completion of the evaluation, along with the invoice requesting payment as described in the **Fees, Billing and Financial Procedures** section of this Agreement.

2. Employee Development Services (EDS)/Work Adjustment Services (WAT)

EDS/WAT services are designed to address specific behaviors and attitudes which are anticipated to impede successful employment, based on referral information from DORS. The **CHIMES INC** shall develop with the individual a plan for EDS/WAT services which describes in writing the behaviors which prohibit the individual from achieving his/her job goal, as well as the plan of action to be taken. As a result of discussing the individual's plan for EDS/WAT services, all of the participants in the process should know specifically which behaviors or problems are being addressed, the objectives or goals which are to be accomplished and the techniques, methods, and procedures which are to be used in accomplishing the necessary changes.

EDS/WAT Reporting. After the person's first month in an EDS/WAT Program, as well as for the duration of the person's training period, the **CHIMES INC** shall complete and submit the **DORS Training Progress Report** (Attachment B) or the **CHIMES INC** training progress report.

3. Job Development

Job development/placement is individualized and shall include weekly person-to-person job search assistance, assistance with identifying job leads, interview coaching and support, and maintaining a log of job search activities for the purposes of obtaining competitive integrated employment. By mutual consent of the consumer and **CHIMES INC**, these services may be provided in-person or by Skype, FaceTime, or other online communication tools.

Job development/placement may also include arranging job trials/job shadowing for individuals with a DORS Trial Work Experience Plan, assistance with completing applications, assistance

with employer follow-up after interviews, use of personal employment networks in job search, and resume update. It would include time spent calling employers, visiting and educating employers and similar activities.

Job development/placement shall not be paid for using supported employment funding and shall not include the Discovery process, which is pre-vocational in nature and may be completed prior to job development.

Up to 60 hours for job search assistance, authorized in 20-hour increments, may be used for job development. Additional hours of job development may be requested and require written justification by **CHIMES INC** and approval of the DORS regional/program director.

Authorizations for Job Development. DORS only pays for job development services which have been previously authorized by a DORS official.

Job Development Reporting. The Employment Service Progress Form is expected to be submitted to DORS on a monthly basis per consumer. This form is available on the DORS website (www.dors.maryland.gov).

4. Short-term Job Coaching

This service is for individuals not funded for long-term supports who require intensive, time-limited services to maximize likelihood of obtaining and maintaining competitive integrated employment. Such job-coaching may be provided at the job site or off-site

Job Coaching Hours. Once competitive integrated employment is obtained, job coaching hours are authorized by DORS based on the Short-term Job Coaching Fading Schedule. Additional hours beyond what has been originally authorized may be authorized based on a collaborative discussion between **CHIMES INC** and DORS and may require written justification and approval of the DORS regional director.

Short-Term Job Coaching Plan. The person's Short-Term Job Coaching Employment Program Plan shall be developed consistent with the consumer's IPE in terms of the employment goal, work hours per week and other relevant factors. It must contain the description of the job development (if applicable) and integrated work setting services to be provided and the provision for periodic monitoring to ensure progress towards meeting the goal.

Short-Term Job Coaching Reporting. After the DORS consumer has completed the first month of Supported Employment job coaching and monthly thereafter, **CHIMES INC** shall complete the **Employment Service Progress Form** (Attachment D). The Form is required each month whether **CHIMES INC** is sending an invoice to DORS or not.

Authorizations for Job Development/Job Coaching. DORS only pays for job coaching services which have been previously authorized by a DORS official.

Job Coaching for Volunteer Work. DORS approves job coaching services for individuals in paid employment. In exceptional and justifiable circumstances and with the approval of the DORS supervisor, job coaching may be provided for a limited amount of time for a volunteer position.

Short-term Job Coaching Reporting. The Employment Service Progress Form is expected to be submitted to DORS on a monthly basis per consumer. This form is available on the DORS website (www.dors.maryland.gov)

5. Incentives.

When *job development* is included as a service, **CHIMES INC** may be eligible for the following additional incentive payments:

- Ex-Offender
- Specialized Disability Population *Primary Disability: ABI, Autism, Blind, or Deaf
- 25% Above Minimum Wage
- S.T.E.M. Occupation
- Rapid Placement
- Supported employment Natural Supports
- Ticket to Work Substantial Gainful Activity

Appropriate incentives may be invoiced 90 days *after* the employment stable date. The job placement must be consistent with the DORS Individualized Plan for Employment (IPE) in terms of the employment goal and the anticipated number of hours of employment per week.

6. Supported Employment – DDA

Supported Employment – Job Coaching

This service is for individuals with most significant disabilities funded, or anticipated to be funded, for long term supports who require intensive services to maximize likelihood of maintaining employment and who require intensive services to maintain employment and who's long term supports will be provided by DDA.

SEP Plan. The person's **CHIMES INC** Supported Employment Program (SEP) plan shall be developed consistent with the consumer's IPE in terms of the employment goal, work hours per week and other relevant factors. It must contain the description of the job development (if applicable) and integrated work setting services to be provided; provision for periodic monitoring to ensure progress towards meeting the goal and a description of the extended services.

Job Development Hours. Up to 60 hours of supported and non-supported employment job coaching purchased by DORS and authorized in 20 hour increments may be used for job development. Additional hours of job development may be requested and require

written justification by **CHIMES INC** and approval of the DORS regional/program director.

Intensive Supported Employment Job Coaching Hours

Once employment is obtained, job coaching may be authorized in increments determined by the appropriate [Job Coaching Fading Schedule \(Attachment 800-3\)](#) for the number of hours anticipated per work weeks. If **CHIMES INC** requests additional hours after the initial number indicated by the fading schedule have been used, the provider must provide written justification and the approval of the DORS regional director is required, with a staffing scheduled as determined by the DORS regional director.

Service Intensity/Job Stabilization

"Job Stabilization" is the point at which DORS funding for intensive job coaching has ceased. The decision regarding when the individual's employment is stable shall be a mutual determination agreed upon by the counselor, consumer, and **CHIMES INC**.

Supported employment job coaching may be provided at the job site or off-site if requested by the individual. It is designed as an intensive service. Over time, it is anticipated that the consumer will need fewer hours of support, as reflected in the [Job Coaching Fading Schedule \(Attachment 800-3\)](#), until he/she has reached job stabilization.

See Section G above for specific responsibilities of **CHIMES INC**.

Confirmation of extended supports:

- **DDA:** The following forms of documentation are required to confirm the individual's eligibility for DDA supported employment extended services funding:
 - a) Copy of the DDA Award Letter; **and**
 - b) Copy DDA **CHIMES INC** Consumer Information System II (PCIS II) eligibility screen; **or**
 - c) Completed Supported Employment Certification (RS-6e)

Supported Employment Reporting. After the person served has completed the first month of SEP job development and/or coaching and monthly thereafter, **CHIMES INC** shall complete the **Employment Services Progress Report** (attached). The Report is required each month whether **CHIMES INC** is sending an invoice to DORS or not. For job development services, **CHIMES INC** must include written justification on the Job Coaching Progress Report for providing fewer than 6 hours of service in a month.

Authorizations for Job Development/Job Coaching. DORS only pays for job development/job coaching services which have been previously authorized by a DORS official in writing.

Job Coaching for Volunteer Work. DORS approves job coaching services for individuals in paid employment. In exceptional and justifiable circumstances and with the approval of the DORS supervisor, job coaching may be provided for a limited amount of time for a volunteer position.

7. Pre-Employment Transition Services (Pre-ETS)

In July 2014, the Workforce Innovation and Opportunity Act (WIOA) was signed into law. WIOA replaces the Workforce Investment Act of 1998 (WIA) and amends the Rehabilitation Act of 1973. WIOA requires vocational rehabilitation (VR) agencies to set aside at least 15% of their federal funds to provide “pre-employment transition services” (Pre-ETS) specifically to “Students with Disabilities.”

A “Student with a Disability” is defined as an individual who:

- is still enrolled in secondary school and has not exited, graduated, or withdrawn;
- is at least 14 years old but less than 22;
- and has a disability (i.e., receives services under an IEP or 504 plan, or has a disability for purposes of section 504).

The limited Pre-ETS that may be provided, based on identified need and the availability of services, include:

- Job exploration counseling
- Work-based learning experiences, which may include in-school or after school opportunities, experiences outside of the traditional school setting, and/or internships
- Counseling on opportunities for enrollment in comprehensive transition or post-secondary educational programs
- Workplace readiness training to develop social skills and independent living
- Instruction in self-advocacy

Authorizations for Pre-ETS. DORS only pays for Pre-ETS services that have been previously authorized by a DORS official in writing.

Pre-ETS Reporting: Completion of the Pre-Employment Transition Services Progress Report (Rs10f), Work Based Learning Experience Agreement (Rs10g), Work Based Learning Experience on site workplace readiness Training Report (Rs10e), or approved alternative form is required at the conclusion of the training or at agreed upon intervals.

8. Extended Services For Youth with Most Significant Disabilities

Extended services funded by DORS will last no longer than 4 years or until the individual turns age 25, or until alternate sources of extended support funding, or natural supports, are available, whichever comes first. DORS-funded ongoing support services during the extended phase shall include:

- Sufficient monitoring at a minimum, four times a month at the work site of the individual to assess and verify continued employment stability,

- Coordination or provision of specific services at or away from the work site that are needed to maintain employment stability.
- **CHIMES INC** shall complete the *Employment Service Progress Form* (Attachment D). The Form is required each month whether **CHIMES INC** is sending an invoice to DORS or not to the DORS counselor on services provided and on efforts to identify a source for long-term funding or natural supports for the consumer to access with the goal for the consumer to be able to continue receiving required ongoing supports after age 25.

9. Supported Employment – Natural Supports

This service is for individuals with most significant disabilities that meet the requirements for supported employment services and does not have an immediate guarantee of extended services funding availability, but there is a reasonable expectation that natural supports or other alternate sources will be available upon job stabilization.

Job Coaching Hours. Once competitive integrated employment is obtained, job coaching hours are authorized by DORS based on the Intensive Job Coaching Fading Scale Before Transition to Natural Supports. Additional hours beyond what has been originally authorized may be authorized based on a collaborative discussion between **CHIMES INC** and DORS and may require written justification and approval of the DORS regional director.

Service Intensity. Supported employment job coaching may be provided at the job site if requested by the individual. It is designed as an intensive service. Over time, it is anticipated that the consumer will need fewer hours of support, as reflected in the Fading Schedule with Intensive Monitoring, until he/she has reached job stabilization, i.e., the individual is performing satisfactorily all job duties and is reasonably expected to continue that level of performance. The transition to extended services will begin after all supported employment services are complete.

SEP Plan. The person's **CHIMES INC** Supported Employment Program (SEP) plan shall be developed consistent with the consumer's IPE in terms of the employment goal, work hours per week and other relevant factors. It must contain the description of the job development (if applicable), natural supports available, and integrated work setting services to be provided; provision for periodic monitoring to ensure progress towards meeting the goal and a description of the extended services.

Confirmation of extended supports.

The *Employment Service Progress Form* must document the development and confirmation of natural supports as extended services.

Supported Employment Reporting. After the DORS consumer has completed the first month of Supported Employment job coaching and monthly thereafter, **CHIMES INC** shall complete the *Employment Service Progress Form* (Attachment D). The Form is required each month whether **CHIMES INC** is sending an invoice to DORS or not.

Authorizations for Job Coaching. DORS only pays for job coaching services which have been previously authorized by a DORS official.

Job Coaching for Volunteer Work. DORS approves job coaching services for individuals in paid employment. In exceptional and justifiable circumstances and with the approval of the DORS supervisor, job coaching may be provided for a limited amount of time for a volunteer position.

9. Employment Verification and Reports

When the DORS consumer has been placed in competitive integrated employment by **CHIMES INC** the report shall contain the following information to DORS:

- Job Title
- Employer name, address, and phone number
- Address of actual worksite if different from employer address
- Integration of worksite
- Start date of employment
- Work hours per week
- Rate of pay
- Benefits received or available through employer.

When no placement incentives apply, authorization may be requested to verify employment stability at 90 days through use of **CHIMES INC** *Employment Verification & Placement Incentive Request*.

H. COMMUNICATION REGARDING DORS COMSUMERS

In order to facilitate a successful outcome for the consumer, it is critical that the DORS counselor and **CHIMES INC** staff communicate frequently. While written reports are an important, formal means to communicate progress, additional communication should occur on an as-needed basis to supplement formal reporting. Staff of **CHIMES INC** and staff of DORS are encouraged to communicate often by phone, teleconference, email or informally in person; such communication should be documented in the record. At times a more formal meeting, or “staffing” may be required, as follows:

For purposes of this agreement, a **staffing** is defined as a meeting initiated by DORS, **CHIMES INC**, or the client. A staffing will include the client, the individual requesting the meeting, family or other advocates as appropriate, the DORS counselor, **CHIMES INC** representative, and/or other supervisory staff. Staffings will be convened at critical times within the provision of services for the following purposes:

- Upon the request of the DORS consumer or, as appropriate, the person’s parent, family member, guardian, advocate or authorized representative;
- When progress toward goals and objectives identified in the person’s Individualized Plan for Employment is not being achieved in a timely, productive and cost effective manner as reflected in reports of **CHIMES INC** services;
- At other times to address specific issues as requested by DORS or **CHIMES INC**

I. FEES, BILLING AND FINANCIAL PROCEDURES

1. **Establishment & application of fees.** Fees are established for accredited services at rates negotiated by DORS and **CHIMES INC** (see Appendix 2 – Program Services and Fee Schedule).
 - New/revised fees may be applied to persons served already enrolled in the program effective on the official date of the increase.
 - New/revised fees may not be applied retroactively.
2. **Responsibility for payment.** DORS will not be responsible for the payment of any fees charged by **CHIMES INC** for services provided prior to the time authorized by DORS staff.
3. **Failure of consumer to keep initial appointment at CHIMES INC** If a DORS consumer fails to attend on the starting date, **CHIMES INC** Director or designee will inform the DORS counselor immediately. The Director or designee shall also contact the DORS consumer to schedule a new appointment with **CHIMES INC** at no cost to DORS.
4. **Missed appointment or no show/withdrawal after the 1st week.** After the first week, adjustments in the weekly fee shall be made should a DORS consumer be absent for more than three consecutive days. **CHIMES INC** shall report absences early and all dates of absence must be reported on the monthly progress reports to the DORS counselor.
5. **Term of enrollment and continuation of billing.** A DORS consumer is considered to be enrolled until completion of the prescribed program as stipulated by the authorization or until the DORS counselor notifies **CHIMES INC** through the Director that the DORS consumer is to be suspended or terminated from the program. Billing will continue until such notification is made except that five consecutive days of absence will constitute an automatic suspension by **CHIMES INC** and billing will then cease unless the DORS consumer is reinstated. Reinstatement requires advance notification to **CHIMES INC** Director by the person's DORS Counselor.
6. **Compliance with laws prohibiting discrimination.** DORS will purchase services for persons served only from community programs which comply with federal and state laws prohibiting discrimination in employment or in the provision of public services, including: Title VII of the Civil Rights act of 1964; Title V of the Rehabilitation Act of 1973, as amended; and Titles I, II and III of the Americans with Disabilities Act. (See Appendix 1.)
7. **Financial participation of persons served.** **CHIMES INC** may not require or accept any payment from the DORS consumer or the person's family, or a third party for those services unless, prior to providing the services, the amount of the person's responsibility has been:
 - Preauthorized by DORS; and
 - Agreed to by the DORS consumer in writing; and
 - Approved by the DORS counselor in keeping with the Division's financial need policy.

When the DORS consumer participates in the cost, the amount shall be indicated on the DORS authorization and charged by **CHIMES INC** directly to the DORS consumer. The total amount, including that charged to the person and the Division, cannot exceed the cost of the service as indicated in the DORS Fee Schedule.

- 8. Psychological evaluation required for CHIMES INC admission.** If a psychological evaluation is required for admission to **CHIMES INC**, **CHIMES INC** shall not require DORS to purchase a psychological evaluation if the counselor has available existing documentation of the individual's disability.
- 9. Payment for services not approved or accredited by DORS.** DORS shall not pay for any program services (e.g., vocational services) which have not been approved or accredited by DORS or a DORS-approved national accrediting organization, and for which a DORS fee has not been established under this Cooperative Agreement.
- 10. Amount of invoice for services.** **CHIMES INC** shall not bill DORS for an amount in excess of the fees indicated in the current Cooperative Agreement. **CHIMES INC** shall charge DORS a fee no greater than the fee charged other purchasers of their services, and may bill for services only for the authorized time period.
- 11. Number of referrals from DORS.** This agreement does not obligate DORS to refer any specific number of individuals to **CHIMES INC**. Payments to **CHIMES INC** will be based on bona fide actions only.
- 12. Provision of Services to DORS consumers.** DORS shall at least annually determine if **CHIMES INC** has provided the approved services to DORS consumers in assessing whether **CHIMES INC** continues to be in an active status.
- 13. Contents of Invoices.** All invoices must be made out to the Division of Rehabilitation Services and include the vendor's name, remittance address, federal taxpayer identification number (if the vendor does not have a federal identification number, include the vendor's Social Security Number), the participant's name, a description of the details of the goods and/or services provided, the date that the goods and/or services were rendered, the date of the invoice, the authorization number, and an invoice number. Invoices are to be faxed to the DORS office which originated the Authorization/Purchase Order, and reference only one (1) Consumer per invoice.
- 14. Report submitted with invoice.** **CHIMES INC** invoices requesting payment for services must be submitted simultaneously with a report as described in the Reports section of this Agreement. Invoices **must** be faxed to the DORS office which originated the Authorization/Purchase Order and reference only one (1) Consumer per invoice. Invoices submitted without required reports will be returned to **CHIMES INC**, which will increase processing time for payment.

J. HOURS OF OPERATION

Numbers of days **CHIMES INC** is open per week: 5

Normal hours of operation for **CHIMES INC**: **8:30 am – 5 pm**

K. SUPERVISION OF PERSONS SERVED

1. Supervision by CHIMES INC

- The Director or designee is responsible for the overall supervision of the persons served and the coordination of the various departmental functions in relation to the person's program.
- The Director or designee is expected to monitor the program of the persons served and keep the DORS counselors informed as to progress and problems, if any.
- Supervision of the DORS consumer shall include:
 - Maintenance of attendance and progress reports.
 - Direct instruction/evaluation of course content.
 - Interpretation and enforcement of the policies, rules and regulations pertaining to the orderly operation of **CHIMES INC** program.
 - Reporting any irregularities in the program of the DORS consumer.
- Criminal Background Check:
 - **CHIMES INC** is responsible for ensuring that its employees, agents, volunteers, and contractors, who provide services to DORS consumers under this cooperative agreement, are fingerprinted and have a background check consistent with Family Law Article, Annotated Code of Maryland, Section 5-551 through 5-557 and CARF Employment and Community Services Standards Manual.

2. Supervision by DORS

The DORS counselor shall make periodic visits to and contact with **CHIMES INC** during the course of the program of the DORS consumer. The counselor shall:

- Review reports of progress.
- Maintain contact with the DORS consumer.
- Monitor the program of the DORS consumer.
- Review the progress of the DORS consumer with appropriate staff.

L. RIGHTS AND INFORMED CHOICE OF THE PERSONS SERVED

A fundamental responsibility of both agencies is to protect and promote the rights of all individuals served which include the individual's right to:

- Actively participate in the planning of the individual's services;
- Be informed of any significant delay in services
- Have all personal information protected and safeguarded; and
- Be informed of methods to express dissatisfaction with the nature, scope and quality of services planned and arranged.

M. CHIMES INC OUTCOMES MEASUREMENT

- **CHIMES INC** shall establish and maintain an outcomes measurement system to include services covered under this Cooperative Agreement. The system will include sources of input, and specific measures of effectiveness and efficiency. **CHIMES INC** will generate at least annually a narrative report summarizing the data aggregated from all of the outcome measures, and forward a copy to DORS. The report shall be used by **CHIMES INC** to determine achievement of identified goals and to identify ways to improve performance.
- To promote accountability and transparency, DORS may publish outcome data provided by Community Rehabilitation Programs, including **CHIMES INC** on the DORS website and other venues. DORS may also compile data through the DORS case management system reflecting outcomes of DORS consumers served by Community Rehabilitation Programs and publish it as well, including identifying the specific Community Rehabilitation Program.

N. DEVELOPMENT AND ENHANCEMENT OF SERVICES

CHIMES INC is encouraged to develop, enhance and expand services in conjunction with regional DORS staff and the DORS Community Rehabilitation Program Staff Specialist. Particular areas of emphasis for consideration include:

- Identification and provision of assistive technology.
- Services for individuals who are blind, vision impaired, deaf-blind, deaf, and hard of hearing.
- Services for transitioning students.
- Services for individuals on the autism spectrum.
- Services for individuals with disabilities from diverse cultures.

O. GOVERNING LAW

This agreement shall be construed in accordance with Maryland law and applicable federal law.

P. DISPUTES

Except as otherwise may be provided by law, all disputes arising under or as a result of a breach of this contract that are not disposed of by mutual agreement shall be resolved in accordance with this clause.

1. As used herein, "claim" means a written demand or assertion by one of the parties seeking, as a legal right, the payment of money, adjustment or interpretation of terms, or other relief, arising under or relating to this cooperative agreement. An invoice, or request for payment that is not in dispute when submitted is not a claim under this clause. However, if the submission subsequently is not acted upon in a reasonable time, or is disputed as to liability or amount, it may be converted to a claim for the purpose of this clause.

2. A claim shall be made in writing and submitted to the Maryland State Department of Education, Assistant State Superintendent in Rehabilitation Services.
3. When a claim cannot be resolved by mutual agreement, **CHIMES INC** shall submit a written request for final decision to the Assistant Superintendent. The written request shall set forth all the facts surrounding the controversy.
4. **CHIMES INC** at the discretion of the Assistant Superintendent, may be afforded an opportunity to be heard and to offer evidence in support of his claim.
5. The Assistant Superintendent shall render a written decision on all claims within 30 days of receipt of **CHIMES INC's** written claim, unless the Assistant Superintendent determines that a longer period is necessary to resolve the claim. The decision shall be furnished to **CHIMES INC** by certified mail, return receipt requested, or by any other method that provides evidence of receipt.
6. **CHIMES INC** may appeal the decision to the State Superintendent of Schools within 30 days of receipt of the Assistant Superintendent's decision. The State Superintendent's action is the final action of the State.
7. Pending resolution of a claim, the contractor shall proceed diligently with the performance of the contract in accordance with the procurement officer's decision.

Q. INDEMNIFICATION

At its sole cost and expense, **CHIMES INC** shall (i) indemnify and hold the State, its employees and agents harmless from and against any and all claims, demands, actions, suits, damages, liabilities, losses, settlements, judgments, costs and expenses (including but not limited to attorneys' fees and costs), whether or not involving a third party claim, which arise out of or relate to **CHIMES INC**, performance of this agreement and (ii) cooperate, assist, and consult with the State in the defense or investigation of any such claim, demand, action or suit.

CHIMES INC shall not enter into any settlement involving third party claims that contains any admission of or stipulation to any guilt, fault, liability or wrongdoing by the State or that adversely affects the State's rights or interests, without the State's prior written consent.

The State has no obligation: (i) to provide legal counsel or defense to **CHIMES INC** in the event that a suit, claim or action of any character is brought against **CHIMES INC** as a result of or relating to **CHIMES INC** obligations or performance under this Contract, or (ii) to pay any judgment or settlement of any such suit, claim or action. Notwithstanding the foregoing, **CHIMES INC** shall promptly notify **CHIMES INC** of any such claims, demands, actions, or suits.

Nothing herein is to be deemed a waiver of any governmental immunity to which DORS may be entitled under Maryland law, or otherwise.

R. MULTI-YEAR CONTRACT FUNDING

If funds are not appropriated or otherwise made available to support continuation in any fiscal year succeeding the first fiscal year, this agreement shall terminate automatically as of the beginning of the fiscal year for which funds are not available. **CHIMES INC** may not recover anticipatory profits or costs incurred after termination.

S. TERMINATION FOR DEFAULT

The provisions of COMAR 21.07.01.11B apply except as modified by this paragraph. In the event **CHIMES INC** does not perform or performs its duties under this Cooperative Agreement in an unsatisfactory manner, DORS shall so notify **CHIMES INC** in Writing. DORS may withhold payment to **CHIMES INC** at DORS discretion. If **CHIMES INC's** performance is not improved to DORS reasonable satisfaction within a thirty (30) day period from the date of notification, the aforementioned notice shall be considered just cause for termination of this Cooperative Agreement.

T. TERMINATION FOR CONVENIENCE

Either party may terminate this Cooperative Agreement by giving the other party 90 days prior written notice. Moreover, the performance of work under this contract may be terminated by DORS in accordance with this clause in whole, or from time to time in part, whenever DORS shall determine that such termination is in the best interest of the State. DORS will pay all reasonable costs associated with this cooperative agreement that **CHIMES INC** has incurred up to the date of notice of termination and all reasonable costs associated with termination of the cooperative agreement. However, **CHIMES INC** shall not be reimbursed for any anticipatory profits that have not been earned up to the date of termination. Termination hereunder, including the determination of the rights and obligations of the parties, shall be governed by the provisions of COMAR 21.07.01.12A(2).

U. CHIMES INC hereby represents and warrants that:

- 1. Criminal Background Check:** It is the Responsibility of **CHIMES INC** to make certain that its employees, agents, volunteers, and contractors, who have contact with students receiving services are fingerprinted and have a background check in compliance with Family Law Article, Annotated Code of Maryland, and Section 5-551 through 5-557. **CHIMES INC** may not hire, contract, or otherwise engage an individual to participate in this Cooperative Agreement who has been convicted of a crime involving child abuse or neglect; contributing to the delinquency of a minor; a crime of violence as set forth in Criminal Law Article §14-101, Annotated Code of Maryland; or has evidence of a criminal history which in the opinion of **CHIMES INC** makes the individual unfit to participate in this Cooperative Agreement.
- 2. Employment of Child Sex Offenders:** **CHIMES INC** shall at all times be compliant with the Criminal Procedure Article, Annotated Code of Maryland, Section 11-722, and may not knowingly employ an individual who is a registered child sex offender to provide services on school property or property where formal or informal child care is provided. If a registered child sex offender is employed by **CHIMES INC**, is prohibited

from assigning that employee to perform any services as part of the program, or on the premises of **CHIMES INC.**



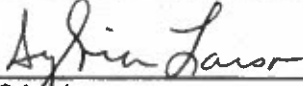



3. **CHIMES INC** is responsible for providing legal counsel to represent **CHIMES INC**, board members, officers, employees, volunteers, successors, or assigns in any matter related to the provision of services to any person referred to **CHIMES INC** by DORS under the cooperative agreement. Neither the State of Maryland, Maryland State Department of Education, Division of Rehabilitation Services will provide legal representation to **CHIMES INC** or any officer, board member, employee, volunteer, successor, or assigns for any purpose related to this cooperative agreement;
4. It is qualified to do business in the State of Maryland and that it will take such action as, from time to time hereafter, may be necessary to remain so qualified;
5. It is not in arrears with respect to the payment of any monies due and owing the State of Maryland, or any department or unit thereof, including but not limited to the payment of taxes and employee benefits, and that it shall not become so in arrears during the term of this Contract;
6. It shall comply with all federal, State, and local laws, regulations, and ordinances applicable to its activities and obligations under this Contract; and
7. It shall obtain, at its expense, all licenses, permits, insurance, and governmental approvals, if any, necessary to the performance of its obligations under this Contract.

**COOPERATIVE AGREEMENT
BETWEEN
MARYLAND STATE DEPARTMENT OF EDUCATION
DIVISION OF REHABILITATION SERVICES**

**AND
CHIMES INC**

This Cooperative Agreement has been reviewed by the undersigned and satisfactorily defines the working relationships between the two agencies for the purpose of providing timely and effective service to individuals with disabilities.

Effective Date of Agreement:

Maryland Division of Rehabilitation Services	CHIMES INC
 Scott Dennis, Assistant State Superintendent in Rehabilitation Services	 Terence G. Blackwell, Jr., Executive Director
 Sylvia Lawson, Deputy State Superintendent	 Terence G. Blackwell, Jr., Interim President Board of Directors
 La Tonya Cobb-Cannon, Staff Specialist III Community Rehabilitation Programs	
 Reviewed for form and legal sufficiency Elliott Schoen, Assistant Attorney General	January 10, 2020

**MARYLAND STATE DEPARTMENT OF EDUCATION
DIVISION OF REHABILITATION SERVICES**

Statement of Assurance of Compliance with Civil Rights Laws

The Maryland State Department of Education, Division of Rehabilitation Services is a recipient of Federal financial assistance and must, therefore, assure the United States Department of Education that no person shall, on the basis of race, color, national origin, sex, age or disability, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance. The Division must also assure that its sub grantees, contractors and sub-contractors, and other participants, including Community Rehabilitation Programs, are in compliance with the civil rights laws prohibiting discrimination in any program or activity receiving Federal financial assistance before authorization for the purchase of goods and services will be issued. Accordingly, the Community Rehabilitation Program must assure that:

- It will comply with the requirements of Title VI of the Civil Rights Act of 1964, 42 U.S.C. §§ 2000d to 2000d-4, § 504 of the Rehabilitation Act of 1973, 29 U.S.C. § 794, the Age Discrimination Act, 42 U.S.C. §§ 6101 et seq., and the American With Disabilities Act, 42 U.S.C. §§ 12101 et seq., their implementing Federal Regulations, and all guidelines and interpretations issued pursuant thereto;
- Its facilities, services and programs are accessible to persons with disabilities;
- No otherwise qualified individual with a disability shall, solely by reason of the individual's disability, be excluded from participation in, be denied the benefits of, or be subjected to discrimination by the Community Rehabilitation Program;
- No person shall, on the basis of race, color, national origin, sex or age, be excluded from participation in, be denied the benefits of, or be subjected to discrimination by the Community Rehabilitation Program.

The Maryland State Department of Education reserves the right to inspect the Community Rehabilitation Program's programs and services at any time to determine if the facility is in compliance with the civil rights laws cited herein.

Fee Schedule

Chimes, Inc

4815 Seton Drive
 Baltimore, MD 21215
 Phone: 410-358-6400
 Fax: 410-358-6165
 Website: www.chimesmd.org

DDA Accredited

[Referral form](#) available

Federal I.D.: 52-0575305

Updated: 12/2019

Service Locations/Satellites:

Chimes, Inc.
 3630 Milford Mill Road
 Randallstown, MD 21133

The Chimes School
 4810 Seton Drive
 Baltimore, MD 21215

Serving: Towson, Owings Mills and Region III

CAREER ASSESSMENT SERVICES

Service	Approximate Length of Program	Fee
Itemized	1 day	\$194 CVE/PVE/CARF flat rate \$48.50 no show
Focused	1-2 days	\$581 CVE/PVE/CARF flat rate \$145.25 no show
Exploratory	2-3 days	\$780 CVE/PVE/CARF flat rate \$195 no show
Community-Based	2-5 days	\$1,068 CVE/PVE/CARF flat rate \$267 no show
Comprehensive	2-5 days	\$1,068 CVE/PVE/CARF flat rate \$267 no show

VOCATIONAL

Service	Approximate Length of Program	Fee
Employee Development Services	2 weeks	\$150 per week

SHORT-TERM JOB COACHING

[Incentives Available](#)

Service	Approximate Length of Program	Fee
Job Development	Up to 60 hours	\$47 per hour, authorized in 20 hour increments
Job Coaching for Individuals Not Requiring Ongoing Supports	4 weeks	See <u>RSM 2, Attachment 800-3</u>

SUPPORTED EMPLOYMENT PROGRAM

Intensive Job Coaching Prior to Transition to Long-Term (DDA) Funding

[Incentives Available](#)

Service	Approximate Length of Program	Fee
Job Development	Up to 60 hours	\$47 per hour, authorized in 20 hour increments
Job Coaching for Individuals with Supported Employment Plans who will Transition to Long-Term Funding Source	6 weeks	See <u>RSM 2, Attachment 800-3</u>

Intensive Job Coaching Prior to Transition to Natural Supports

[Incentives Available](#)

Service	Approximate Length of Program	Fee
Job Development	Up to 60 hours	\$47 per hour, authorized in 20 hour increments
Job Coaching for Individuals Expected to Transition to Natural Supports	8 weeks	See <u>RSM 2, Attachment 800-3</u>

YOUTH EXTENDED SERVICES
[Incentives Available](#)

Service	Approximate Length of Program	Fee
Youth Extended Services funded by DORS after employment stability has been achieved	Up to 4 years or until the month when the individual turns age 25. Administrative Approval required for one year at a time.	\$550 per month flat rate. Issue authorizations for 3 months at a time

Pre-ETS SERVICES

Service	Approximate Length of Program	Fee
Work-Based Learning Experience (summer & school year) PAID		See: Work-Based Learning Experience (WBLE) Services 2019
Self-Advocacy	6 weeks; 2 sessions per week for 2 hours each session	\$86.00 per week

MARYLAND STATE DEPARTMENT OF EDUCATION
DIVISION OF REHABILITATION SERVICES

Liaisons for the Cooperative Agreement

DIVISION OF REHABILITATION SERVICES

CENTRAL OFFICE:

Toni Cobb-Cannon
Staff Specialist III for Community Rehabilitation Programs
Division of Rehabilitation Services
2301 Argonne Drive
Baltimore, Maryland 21218
Phone: 410-554-4984
Email: latonya.cannon@maryland.gov

REGIONAL OFFICE:

Matthew Jackson
Regional Director
10461 Mill Run Circle
Owings Mills, MD 21117
Phone: 410-998-2040
Email: matthew.jackson@maryland.gov

LOCAL OFFICE:

Jessica Markum
Office Supervisor
10461 Mill Run Circle, Suite LL1
Owings Mills, MD 21117
Phone: 410-998-2030
Email: jessica.markum@maryland.gov

CHIMES INC

Mark Beatty

Director of Vocational Services
3630 Milford Mill Road
Randallstown, MD 21133
443-865-6358

Douglas Smith

Deputy Director of
Admissions & Career Development
3630 Milford Mill Road
Randallstown, MD 21133 .
443-865-6358