



AZVRS MSP PROGRAM – CAREER EXPLORATION FREQUENTLY ASKED QUESTIONS (FAQ)

1. Will RSA accept monthly reports that reference “see attached” for details in the *describe daily activities* section if we attach daily case notes as supporting documentation within our Reporting Packets?
 - a. Yes. Please reference “see attached” on the State Exhibit and include the supporting documentation within your single PDF Reporting Packet.
2. Will RSA accept email confirmations/approvals on all State Exhibits requiring a VR Client signature?
 - a. Yes, this will be accepted. Please ensure that the full email chain is included within your Reporting Packet and that the email chain references what Exhibit is being approved by the VR Client.
3. If Vendors cannot obtain the VR Clients email approval, how long do we wait before we can submit the Exhibit within a monthly reporting packet?
 - a. Vendors should attempt to contact the client via email asking for the signature and copy the VR Counselor. If the client is not responsive within three (3) business days proceed with submitting a progress report and notate the reason for missing the client's signature. *Please include the documented attempts made to obtain the client signature within your single PDF Reporting Packet.*
4. If at time of conducting the Client Service Plan the VR Client has two potential employment goals established, can we reference “TBD” for a possible third goal on the Client Service Plan (CSP)? What if the employment goals are not fully defined at time of CSP?
 - a. If there are changes to the Client Service Plan after it has been agreed to by all three (3) parties (VR Client, VR Counselor, and Vendor), a revised CSP is required to be completed. This includes adding or changing potential employment goals.
5. Currently Vendors submit all Forms at the end of service with the Closure Report. Sounds like we can submit Exhibits as they are completed each month?
 - a. Correct. Vendors are encouraged to submit each completed monthly, to provide the VR Counselor with timely updates regarding the VR Client progress.
6. Do VR Counselors have access to monthly uploaded reporting forms?
 - a. Yes. VR Counselors have access to the RSA State User Page, which houses the finalized version of all Career Exploration Exhibits. When Knowledge Services processes an invoice on behalf of the vendor community, the invoice and Reporting Packet are emailed to AIB Scanning who loads the documentation to Libera and tasks the appropriate VR Counselor to review.
7. Is it required that Vendor secure three informational interviews per employment goal?
 - a. Three (3) informational interviews per employment goal is not required but is preferred, please discuss on a case-by-case basis with the VR Client and VR Counselor.



8. When completing each State Exhibit, can vendors leave fields that are not relevant blank, or should we include "N/A"?
 - a. RSA approved samples will be loaded to the Career Exploration Vendor Page to assist Vendors with how to complete each Exhibit. Please contact AZVRS@knowledgeservices.com if you'd like to review specific fields/Exhibits.

9. Would Vendors document the "Potential Employment Goal #" based on the Client Service Plan order?
 - a. No specific order is required on the Monthly Progress Report. You will simply document which goal(s) were worked on during the reporting month and complete all fields for the goal referenced.

10. For Exhibit Q3b - Career Exploration Informational Interviewing, will we need to submit multiple exhibits for each informational interview?
 - a. Given one (1) Exhibit documents one (1) interview, one (1) Exhibit Q3b would be completed for each interview conducted.

11. What are the rules about conducting Informational Interviews? Sometimes VR Clients do not want to complete an Informational Interview for each goal. Sometimes VR Clients want to do several for each goal. Is an Informational Interview required for each potential employment goal?
 - a. At minimum, one (1) Informational Interview is preferred for the potential employment goal. Once a VR Client determines they are no longer interested in an employment goal, an Informational Interview is not required for the specific potential employment goal. In cases where a VR Client *and* VR Counselor agree that Informational Interviewing is not necessary, then this piece of CE would not be considered applicable. In this scenario, please include the documented communication between the VR Counselor and Vendor, notating that the VR Counselor and VR Client agree that Informational Interviewing is not necessary and will therefore not be completed.

12. What if VR Clients do not want to participate in job shadowing? Is this required?
 - a. Job shadowing is not required but recommended.

13. In the past our company would have job coaches wait to submit all additional documentation (ie: Identifying an Employment Goal, Career Exploration Summary, Labor Market Summary and Informational Interviews) when submitting the Service Closure Report. Assuming the VR Client has been in service for multiple months and all paperwork is being submitted at the end of service, can we include one email confirmation from the VR Client addressing all paperwork completed? Example:

I client X sign to approve the below documents have been completed by me with the help of my assigned coach _____, on the listed dates

Identifying an employment goal completed 11/30/2022

Career Exploration Summary completed on 10/30/2022

Labor Market Survey completed on 9/13/2022

Informational Interview completed on 10/17/2022

 - a. The documents should be submitted as completed along with that respective month's billing/invoicing.