



## AZVRS MSP PROGRAM – JOB DEVELOPMENT AND RETENTION (JDR) FREQUENTLY ASKED QUESTIONS (FAQ)

### Exhibit L - JDR Service Specifications

1. How to bill for this service: Sometimes these meetings will be held without client and only with VR counselors. Please identify where these participant support services, and alignment meetings are to be billed.  
**A: These meetings would be billed according to their service component. If for instance a client was receiving Job Search Assistance and Job Placement Services and a meeting with the VR Counselor and the vendor was held to discuss the VR Client's progress toward the achievement of the established service objective(s) and/or acquired skills, then the meeting would need to be added to the monthly progress report and the time spent could then be billed for. Please note that per the Service Specification the Vendor shall bill only for time spent providing Job Development and Retention that last longer than fifteen minutes.**
  
2. Are the authorization going to be divided by service, or will we have the freedom to allocate hours to whichever service is needed?  
**A: Three unique authorizations may be generated under the MSP Program. The following three authorizations may be generated, based on each VR Client:**
  - **Authorization #1: JDR – Job Search Skills Development, Job Search Assistance and Job Placement, Short Term Job Supports, and Supported Employment Services**
    - **The CSP will document which JDR services will be provided/agreed to by all three parties (VR Client, VR Counselor, and Vendor)**
  - **Authorization #2: Extended Services (ES), if applicable**
  - **Authorization #3: Post-Employment Services, if applicable**
  
3. Are Job Search Skills Development and Job Search Assistance and Job Placement separate services on the auth?  
**A: Although these are separate components of JDR Services, they will not be separated on the authorization.**
  - a. If so why? This is a continuous progress, and you cannot practice applying with the potential of missing out on a job opportunity for the client.
    - i. **Additional information on the process flow will be provided in training.**
  
4. For SMI members enrolled in RSA/VR how does one determine if Supported Employment Services for up to twenty-four (24) months after the VR Client has obtained employment to help the VR Client achieve and maintain stable employment **OR** Short Term Job Supports Assist the VR Client in maintaining stable employment in the same job for a period of not less than ninety (90) days after job placement.  
**A: Supported Employment Services is identified by the VR Counselor when developing an Individualized Plan for Employment (IPE). The counselor will inform the Vendor if the client has a Supported Employment IPE, which will be found on the MSP New Client Referral Form. Once the VR Client obtains employment, they will be placed in Supported Employment Services. The VR Client will not go into Short Term Job Support.**



5. Is training going to be universal on both the MSP and VR side?  
A: As part of the implementation process the MSP conducted 6 group training sessions for the incumbent JDR Vendor Community. RSA will be providing internal training materials and content to their VR Counselor's and PT's. The MSP and RSA will continue to coordinate and share information with all parties.
6. If we are only authorized distant hours for a client, will we be able to provide services via video chat /phone at that rate given COVID-19 or local?  
A: Virtual service provision, including video conferencing or service by phone during the COVID-19 pandemic, Only one pricing tier (local counties or other counties) shall be authorized and it shall be based on the county where the client lives regardless of if the services are provided virtually or in person.
7. Exhibit L - JDR Service Specifications: 2.2.2 1a Client service plan development states the meeting shall be face to face. Will this be amended to contain via phone, zoom etc., especially during COVID?  
A: Virtual service provision including video conferencing or service by phone during the COVID-19 pandemic shall be authorized.
8. Exhibit L - JDR Service Specifications: 2.2.6.6 short term job supports states face to face, does not state other ways of communication i.e. phone, zoom etc.  
A: Virtual service provision including video conferencing or service by phone are approved during the COVID-19 pandemic shall be authorized. The authorization/pricing tier will be based on the county where the client lives regardless of if the services are provided virtually or in person.
9. Will the authorizations reflect which service (i.e., Supported Employment, Extended Services, or Customized Employment Services, Short Term Job Supports) is authorized, for example?  
A: The authorization will not be separated by service component. Three unique authorizations may be generated under the MSP Program. The following three authorizations may be generated, based on each VR Client:
- Authorization #1: JDR – Job Search Skills Development, Job Search Assistance and Job Placement, Short Term Job Supports, and Supported Employment Services
    - The CSP will document which JDR services will be provided/agreed to by all three parties (VR Client, VR Counselor, and Vendor)
  - Authorization #2: Extended Services (ES), if applicable
  - Authorization #3: Post-Employment Services, if applicable
10. Exhibit L - JDR Service Specifications: 2.2.2.1.a: Can we include virtual and telephonic options? Is face-to-face necessary, especially during COVID?  
A: Virtual service provision including video conferencing or service by phone are approved during the COVID-19 pandemic shall be authorized. The authorization/pricing tier will be based on the county where the client lives regardless of if the services are provided virtually or in person.
11. Exhibit L - JDR Service Specifications: 2.2.2.1.b: We understand that the CSP meeting can only last for one hour, however, can we begin services immediately after the CSP? This would mean that we may invoice for more than one hour. Is this permitted?  
A: A written authorization is required for all service provision; the service components can vary from VR Client to VR Client so there may not be hours immediately included on the authorization. Please reference the Service Specifications which state 2.1.5 Provide all services only after receiving a written authorization from the RSA System of Record through the MSP. Verbal authorizations, or any authorization not issued by the RSA System of Record, are not valid.

12. Exhibit L - JDR Service Specifications: 2.2.7.2: For Supported Employment Services, is the 24-month option for those that need more than the 90-days to get stability on the job or are all members in Short Term Job Supports transitioned to Supported Employment Services.  
**A: No, this is pre identified by the VR Counselor.**
13. Exhibit L - JDR Service Specifications: 2.2.8: Extended Services definition states that services provided by RSA, yet the definition in Exhibit C3 states that the services are “subsidized by another agency other than VR”.  
**A: Please note that Extended Supported Employment (Exhibit C3) is not the same as Extended Services or Supported Employment. Please reach out to the MSP, who will review with RSA if there are still questions on this after the MSP/VR training.**
14. Exhibit L - JDR Service Specifications: 2.2.3: Customized Employment Services: This is a very time consuming strategy that requires a lot of work, including establishing relationships with employers, informational interviews, and educating them about the benefits of Customized Employment. Will vendors be provided time and resources beyond authorized encounter hours to do the work needed to support this option? In our experience, the hourly cost for this service is much higher than the other services.  
**A: Customized Employment has been removed from the JDR Service Specifications.**
15. Exhibit L - JDR Service Specifications: 2.2.10: For issues related to client engagement, can we notify the VR Counselor by email as an option, as well as verbally?  
**A: Yes, email is acceptable.**
16. Exhibit L - JDR Service Specifications: 5.3.1: Can we submit notifications of unusual events by email as an option, as well as verbally?  
**A: Yes.**
17. For the Extended Services. I am unclear what that means exactly as far as providing services. Can there be more clarification on what that assistance with youth would be?  
**A: An example would include: Job Coaching.**
18. For the Client Service Plan: It is quite a bit different than the CSP currently being used by RSA. So, my question is this. I have a specific client in mind that actually needs all of the services listed on the CSP. Does that mean that we check off all of the services the client needs or are we able to perform the services in chunks based on the client’s needs? It seems really overwhelming to meet all of the deadlines if we are doing all of the services at one time and not allowed to break them up. For instance, could we just provide the Job Search Skills Development and then add the other services in later? Would we mark “no” on all the others until we were ready to add those services? Hopefully, this question makes sense.  
**A: Client Service Plan must be completed with all services needed and agreed upon by VR Client, VR Counselor and Vendor. The CSP can be amended (as a revised CSP), as necessary. For additional assistance, please contact the MSP.**
19. Exhibit L - JDR Service Specifications: How to bill for this service. Sometimes these meetings will be held without VR Client and only with VR Counselors. Please identify where these participant support services, and alignment meetings are to be billed.  
**A: These meetings would be billed according to their service component. If for instance a VR Client was receiving Job Search Assistance and Job Placement Services and a meeting with the VR Counselor and the vendor was held to discuss the VR Client’s progress toward the achievement of the established service objective(s) and/or acquired skills, then the meeting would need to be added to the monthly progress report and the time spent could then be billed for. Please note that per the Service Specification the Vendor shall bill only for time spent providing Job Development and Retention that last longer than fifteen minutes.**

20. Exhibit L - JDR Service Specifications 4.3.2. Does this allow Job Coach's to advocate for the client as a business professional without the client present? If this allowance is in other section, please reference.  
A: Yes, section 2.2.5.1.C Job Search Assistance and Job Placement: Building and utilizing community networks and natural supports as necessary throughout the process for information and support (e.g., family, friends, previous coworkers, or other community agencies) based on the VR Client's individual choice.
21. Exhibit L - JDR Service Specifications 2.3.2. Please clarify on the provisions of the qualified individuals that don't have the listed qualifications.  
A: Individuals that do not have the listed qualification do not meet qualification to provide services as required under section 2.3.2. However, per section 2.3.2 of the Service Specification, Personnel who do not have the above qualifications, but who provide direct services under this Service Specification shall have a high school diploma or G.E.D and one (1) year of documented experience (preferably working with individuals with disabilities and involved in the provision of vocational rehabilitation services). These individuals must be under the direction and supervision of personnel who meet the criteria in 2.3.1 above.
22. Please define direction and supervision "These individuals must be under the direction and supervision of personnel who meet the criteria in 2.3.1 above".  
A: Providing direction and supervision means having complete oversight of an employee, the individual who is directing and supervising the employee will be signing off on any information contained in the monthly progress report. A supervisor generally ensures that the individual that they are directing is doing the work they are required to do and it is being done correctly to the required standard. I would anticipate that most individuals who fall into this category would have their work consistently reviewed to not only make sure that it is accurate and meets the requirements of the service but to also aid the individual in developing their skills and knowledge where appropriate.
23. Please list an example of a Job Coach working with a VR Client in their Job Search efforts.  
A: Samples of completed forms and exhibits can be found on the JDR Vendor Page.
24. Exhibit L - JDR Service Specifications 3.2.2.1. Will there be a process that will allow the vendor to see the reasons that were submitted by VR if a VR Client decides to leave. Our experience with VR Client request to change comes mostly from the SMI Clients with reasons that are in many cases questionable. With these new provisions what process will be in place for vendor integrity security.  
A: There is not a formal process. Services are based on VR Client choice and any Client may, for a variety of reasons, determine that they would like to receive services from a different Vendor. If you are seeing frequent requests to change then it may be worth inquiring about the situation with the VR Counselor as it occurs.
25. Exhibit L - JDR Service Specifications 3.2.2. Performance Standard #2 Completion Rate: Typically, we are spot on with our performance rate, but I am concerned about the wording here, 90% of clients for 90 days, may not be accurately reflecting the many challenges in gaining and maintaining employment for some. As a vendor, we do everything possible in collaboration with employers as well as VRC's to assist and make this happen. Many clients would be considered unemployable to many employers due to needed experience, behavioral improvements needing to be made, mental health or lack of participation and taking responsibility for their competitive job. Although we strive for 100% and give 150%, we do not have control over the many variables here.  
A: RSA hopes that the 90-day timeline can be achieved with adequate preparation of both the employer and the VR Client as well as the ability to provide ongoing on the job supports. The performance standard also includes the following language to identify instances where a dropout would not be counted against the vendor. and to help account for those variables. *VR Clients who drop out due to personal reasons, other than dissatisfaction with the Vendor's service provision (e.g., medical reasons, incarceration, closure by VR Counselor, or other*

*reasons that cannot be attributed to the quality of the Vendor's service provision, etc.) will not be counted towards this Performance Standard; and 3. Post-Employment Services and Short-Term Job Supports services will not be included when calculating the Performance Standard #2.*

26. Exhibit L - JDR Service Specifications: 2.2.4 c, d, f - How are we going to gather this information pre job search when these elements vary based on the potential employer? 2.2.5 is closely related.  
A: Job Search Skills Development needs can vary from VR Client to VR Client. The Vendor shall provide training and instruction as applicable for the VR Client to develop the identified Job Search Skills.
27. Exhibit L - JDR Service Specifications: 2.2.6.1 to clarify the 90 days of short-term job supports are mandatory following job placement? What if a client is into the job for 60 days and no longer feels the need for or want services? Is this still a successful closure?  
A: The vendor should provide the level of service necessary for the VR Client to maintain employment throughout the 90-day timeframe.
28. Exhibit L - JDR Service Specifications: 2.2.3.1 Are we able to put "may be delayed due to Covid-19" as we have been for other MSP services i.e. JT, WAT, TWE?  
A: On Exhibit L1 – Client Service Plan, please document the reason you are unable to begin services within 12 business days on the line that states "If unable to start services within 12 business days, please explain here". If the reason is due to COVID-19, please include this within your response.
29. Exhibit L - JDR Service Specifications: 2.2.2: If the VR Client's service objectives change and we updated the CSP, do we need to resubmit the CSP if the goal of the plan changes? Or is approval by the VR Counselor and VR Client adequate?  
A: Exhibit L - JDR Service Specifications 2.2.12 If the VR Client's service objectives change during the service provision, revise the Client Service Plan (Exhibit L1), include the date of revision, and obtain the VR Counselor's and VR Client's approval of the revision. Please include the revised CSP within your next Monthly Progress Report submitted to the MSP.
30. Exhibit L - JDR Service Specifications: 2.2.7.1: The Service Specifications state that services should continue "At minimum twice-monthly". Services, however, are guided by VR Client need, so they might not need twice-monthly encounters. Will the authorized hours we provided automatically update, or will we need to continually reach out to request more hours?  
A: You will need to review with a VR Counselor since this will be based on an individual need. Authorizations will not be amended automatically.
31. Exhibit L - JDR Service Specifications: 2.2.13: Will we be provided with authorized facility-based hours for the "as needed" meetings described in section 2.2.13? Or will we have to continuously request them?  
A: JDR does not have facility-based hours. There is a local and other county rate that encompasses all JDR services. The need for additional meetings will vary based on the VR Client, if a vendor anticipates more frequent meetings with the Client this should be discussed with the VR Counselor and hours on the authorization may be adjusted accordingly.
32. Exhibit L - JDR Service Specifications: 2.2.2 Client Service Plan Development: Can there be clarification on the scheduling of the CSP meeting? I believe it has to be scheduled but not necessarily held within the 7 days. I know there have been questions on this before.  
A: Yes, you are correct, the meeting must be scheduled within 7 business days however this does not mean that the meeting must occur within 7 business days. Section 2.2.2.1 Client Service Plan Development 1. Schedule a

meeting with the VR Counselor and the VR Client within seven (7) business days after receipt of an assignment from the MSP for Client Service Plan development. The meeting does not need to occur within 7 business days.

33. Exhibit L - JDR Service Specifications: 1.1.5. (Extended Services to support and maintain a youth with a most significant disability) Is there an age range that defines youth?  
A: This is defined under WIOA, youth is considered age 14-24.  
a. Also are Extended Services provided to DDD clients?  
A: Yes, if they meet the definition of youth with the most significant disability.
34. Exhibit L - JDR Service Specifications: 1.1.7.1. (Reduction in support services) What defines “reduction”? How do we know when there is a reduced need for support?  
A: A reduction in services means that VR Client is needing/requiring less hours for the service. As you continue to work with each VR Client, you should be able to assess and identify when there is a reduced need for support.
35. Exhibit L - JDR Service Specifications: 2.2.5.2.b (Job Search Assistance and Job Placement – Evaluating employment stability) Do we report back to VRC that client is stable and ready for job retention after day 3 of employment? What if the VRC wants to wait longer to determine successful placement?  
A: Vendor’s will complete Exhibit C4 - Job Placement Report. Evaluating stabilization has been changed to after 15 days of employment in the same job or as determined by a team decision (VR Client, VR Counselor, and vendor).
36. Exhibit L - JDR Service Specifications: 2.2.6 (Short Term Job Supports) When do Short Term job supports officially start and do we have to go through the process of receiving a new auth for these services?  
A: After 15 days in the same job. Please note, one (1) authorization will be issued for Job Search Skills Development, Job Search Assistance and Job Placement, Short Term Job Supports, and Supported Employment Services.
37. Exhibit L - JDR Service Specifications: 2.2.6.4 (Short Term Job Supports) Can this also include assisting client with all new hire requirements (orientation, completing new hire paperwork and ensuring client understands job duties)?  
A: Yes, this is also included in the Service Specifications, section 2.2.5 Job Search Assistance and Job Placement.
38. Exhibit L - JDR Service Specifications: 2.2.7.1. (Supported Employment Services) Can we also provide these services in a lesser capacity under short term job supports (ie work with client once or twice his first week or two on the job to ensure he understands nature of his job)?  
A: No, as Short-Term Job Support hours will be dependent on the VR Client’s needs.
39. Exhibit L - JDR Service Specifications: 2.2.8 (Extended Services) Is there an age in which these services can start?  
A: Age starts at 14 for youth who are eligible VR Clients.  
a. Can we also do Supported Employment Services with these clients?  
A: Yes, the VR Client will start in Supported Employment Services and may transition into Extended Services. Please note: Extended Services is a separate unique authorization outside of Supported Employment Services.

40. Exhibit L - JDR Service Specifications: 2.2.9. (Post-Employment Services) Is this the service we would use if a client is working but needs a second job in order to be compliant with his IPE goals? If not, what service would that be under?  
A: First question is no; the second question needs more information to answer the question.
41. Exhibit L - JDR Service Specifications: 3.2.2 (Performance Standard #2) How about clients whose services are terminated due to non-participation?  
A: These instances will not count towards the performance standard, per the Service Specification: 3.2.2.2. VR Clients who drop out due to personal reasons, other than dissatisfaction with the Vendor's service provision (e.g., medical reasons, incarceration, closure by VR Counselor, or other reasons that cannot be attributed to the quality of the Vendor's service provision, etc.) will not be counted towards this Performance Standard.
42. Exhibit L - JDR Service Specifications: 4.1. (RSA will not pay for these costs separately) Are you going to take into consideration the increase in paperwork and reporting requirements when considering payment rates?  
A: Vendor's will need to consider the cost when submitting their Local and Distant rates.
43. Question regarding Supported Employment Services: The definition from the Service Specification (Exhibit L) lists the following in the Service Description, section 1.0: "1.1.4 Supported Employment Services to support a VR Client with a most significant disability in maintaining employment." Section 2.2.7 outlines this service in detail. From the Exhibit C3 Definitions, there is the following: "Extended Supported Employment: ongoing services, which are being subsidized by an agency other than VR, are needed to support and maintain the VR Client in employment after successful job placement and completion of IPE services in the VR program."  
a. Are these two different services, the first (1.1.4) a VR service we can provide as a vendor, and the second (Definition from Exhibit C3) a separate service specifically not provided by VR and typically provided by a vendor with the DDD contract? Please clarify.  
A: Please note that Extended Supported Employment (Exhibit C3) is not the same as Extended Services or Supported Employment. Please reach out to the MSP, who will review with RSA if there are still questions on this after the MSP/VR training.
44. Exhibit L - JDR Service Specifications: 1.1.5 The "youth" referred to here are co-enrolled in DDD services?  
A: 1.1.5 Extended Services to support and maintain a youth with a most significant disability. Youth do not need to be co-enrolled but may be.
45. Exhibit L - JDR Service Specifications: 2.2.2 This item says "face to face" but later the SOW indicates that we can also conduct tele-counseling and phone calls. We assume that face to face, tele-counseling and phone are all acceptable.  
A: RSA has provided guidance on alternative options for face-to-face during the pandemic. Considering when the pandemic is not an issue the CSP meeting shall be face to face. Other meetings with VR Clients may be face-to-face, by video conference, or by phone calls. Please note that this can vary from VR Client to VR Client.
46. Exhibit L - JDR Service Specifications: 2.2.6 Short Term Job Supports. Is this the new term for Job Retention?  
A: Yes, job retention has been broken out to three separate categories with JDR: Short Term Job Supports, Supported Employment Services, Extended Services.

47. Exhibit L – JDR Service Specifications: 2.2.7 Is Supported Employment used for both jobs search and then retention for individuals with significant disabilities or barriers? (Currently, different VR counselors use it in differing ways)  
A: Yes.
48. Exhibit L - JDR Service Specifications: 2.2.7 Supported Employment Services. Is this service going to be much longer than before?  
a. It says it can be provided up to 24 months. Will coordination of care and services continue with the Mercy Care and DDD clients?  
A: Yes.
49. Exhibit L - JDR Service Specifications: 3.2.2 Success rate at 90% for job placement / 90-day retention is high considering the current job market challenges with the pandemic.  
A: ADES understands that there may be some special considerations and can address those on a case-by-case basis.
50. Exhibit L - JDR Service Specifications: 3.2.3: It would be very helpful if Knowledge Services can be very clear on documentation standards and what is required, such as “N/A” versus Blanks in fields, for example.  
A: The MSP conducted 6 group training sessions for the incumbent JDR Vendor Community to attend in order to review, in detail, each Exhibit/Monthly Reporting requirements. Please direct specific questions to [AZVRS@knowledgeservices.com](mailto:AZVRS@knowledgeservices.com) for further assistance.
51. Exhibit L - JDR Service Specifications: Will there be ongoing support the first quarter of contract execution (problem solving etc.)?  
A: Yes, RSA and Knowledge Services is always open to receiving feedback on the services. This feedback is used to help identify any areas for improvement in the Service Specifications, Exhibits, and Program Processes. Please share feedback through the MSP.
52. Clarify exactly how JDR, Supported Employment and Extended Services are to be used and implemented?  
A: Exhibit L- JDR Service Specifications: 1.1 Job Development and Retention (JDR) provides assistance to Vocational Rehabilitation (VR) Clients, who are individuals with a disability, in obtaining and maintaining competitive employment in integrated work environments consistent with the VR Client’s selected vocational goal, abilities, capabilities, interests, and informed choice. Job Development and Retention. 2.2.7 Supported Employment Services 1. Once the VR Client obtains employment, the Vendor will arrange for the provision of the agreed upon services which include, at a minimum, twice-monthly on-worksites monitoring or off-site meetings between the VR Client and Vendor to provide job training, coaching, observation, and/or follow-up services to reinforce and stabilize the employment. 2.2.7.2 Supported Employment Services may be provided for up to twenty-four (24) months after the VR Client has obtained employment to help the VR Client achieve and maintain stable employment. 3. Supported Employment Services may only exceed twenty-four (24) months if necessary, for the VR Client to achieve stability in an employment outcome and an extension is agreed upon by the VR Client and VR Counselor. 2.2.8 Extended Services 1. Only youth with a most significant disability may receive Extended Services provided by RSA for up to four (4) years or until the youth reaches the age of twenty-five (25).
53. Are Supported Employment and Post-Employment no longer part of this contract?  
A: Supported Employment and Post Employment are components of the service. Supported Employment Services & Post-Employment services are both found in section 2.0 Service Requirements.

- a. Will they be in a different one?  
A: No.
- b. Or is this included in the service specs of JDR?  
A: These are included in the Service Specification for Job Development and Retention.
54. Rates: Will there be a Long Distance over 35 Miles rates under the MSP Program?  
A: No
55. Rates: Will there be a Facility Based rate under the MSP Program?  
A: No
56. Vendor personnel compliance Form: Will be able to send in a spreadsheet or will each employee need to be entered?  
A: One (1) Vendor Personnel Compliance Form is required to be submission for each JDR Vendor Representative who will be providing services under the MSP. If the Vendor Representative is providing multiple services under the MSP Program, please select all applicable services on the Vendor Personnel Compliance Form.
57. Rates: If we only have distant rate listed on authorization, how will we bill for virtual services?  
A: Virtual services during COVID-19 shall be authorized with only one pricing tier (local counties or other counties) based on the county where the client lives regardless of if the services are provided virtually or in person.
58. Rates: Will video/phone services be allowed after COVID? And they will continue utilizing the local rate?  
A: RSA will address this post pandemic. Currently all virtual services shall be authorized with only one pricing tier (local counties or other counties) based on the county where the client lives regardless of if the services are provided virtually or in person.
59. Exhibit L1 – CSP: Will the CSP have to be changed several times as we switch services? Will we have to create a new one every time we switch services?  
A: A new CSP does not need to be completed if the services are rolling from DRES to JDR with no changes or updates in service. If changes to the service provision are needed, a revised CSP will be required with all three (3) parties present.
60. Exhibit L1 – CSP: What will happen to existing clients’ CSPs? Will we have to redo them, or will they be honored even though MSP does not have them?  
A: Incumbent VR Clients (those already receiving DRES services) will be able to continue using the existing DRES CSP. If changes to the service provision are needed, a revised CSP will be required under the MSP Program with all three (3) parties present.
61. Exhibit L1 – CSP: If we are not going to work on a specific objective can we put N/A?  
A: No. On the Monthly Progress Report, you will only document the objective you worked on during the reporting period.
62. Exhibit L1 – CSP: Will you be putting a box for the revised CSP?  
A: The checkbox for the Revised Client Service Plan can be found under the Outcome of the Service Planning Meeting.

63. Exhibit L1 – CSP: Will the auth contain all aspects of service to include short term job supports or supported employment as well as Job search assistance and job placement, job skills development. During CSP will we address all areas of services needed to include the previous mentioned?  
A: The authorization and hours will vary based on VR Client need and services identified. As the service progresses, if additional needs are discovered then the vendor can work with the VR Counselor on amending the authorization to address those needs as appropriate.
64. Exhibit L1 – CSP: We will only be able to estimate here for client preference for employment.  
A: The client preference is what employers the VR Client is interested in establishing employment from the vocational goal.
65. Exhibit L1 – CSP: Short Term Job Supports: Do we need to complete the short-term objectives if we do not know at the time of CSP if client will obtain job?  
A: Yes, all sections need to be completed that apply for the VR Client to obtain employment.
66. Exhibit L1 – CSP: Extended Services: They used to be for DDD or SMI. Are these not going to be transferred to them anymore and will be offered through VR? For Extended is it only going to be offered for youth under 25?  
A: VR will still provide the extended services that it normally provides. VR Clients will still transfer through the normal process.
67. Exhibit L1 – CSP: Page 1 of 5, “VR EMPLOYMENT PREFERENCE” – can you please clarify what we are to document here?  
A: This area has been revised for clarity. It now states VR Client Area of Interest/ Employment Goal.
68. Exhibit L1 – CSP: There are many different services appearing on this report. Can you please clarify if we are to determine if each of these services will be needed upon referral and/or time of Client Service Planning meeting.  
A: The VR Counselor will work with Vendors on authorizing the needed services. The CSP will play an integral role in this process. The Service Specification states 1.2 Eligibility for individuals to receive this service is determined by the designated VR Counselor. Referrals for this service are based on the VR Client’s individual service needs and informed choice in conjunction with their VR Counselor.  
a. If not, it seems like we will be conducting several CSP meetings with the client during the duration of services as we determine what their employment needs are and the level of support that will be needed in order to maintain employment. If the VRC suspects that Supported Employment may be needed, can we check this off during our planning meeting and indicate at a later date that this service wasn’t used if not needed?  
A: Supported Employment Services are identified by VR Counselors during the development of the IPE.
69. Exhibit L1 – CSP: Using the term “Training” on the CSP form is initially confusing since this is not a training contract.  
A: “Training” is referenced simply because the VR Client is learning a skill to obtain employment.
70. Exhibit L1 – CSP: Is there a difference between "Employment Preference" and the "F/T" or "P/T" check boxes?  
A: Please note that this area has been revised for clarity. It now states VR Client Area of Interest/ Employment Goal. F/T & P/T checkboxes shall be selected appropriately based on the VR Client’s employment goals.

71. Exhibit L1 – CSP: "Anticipated Date of Training Completion" under Job Search Assistance and Job Placement is very confusing. "Anticipated Placement Date" is what they are asking for. That phrasing seems like it would be clearer.  
**A: We have updated the language on the Exhibit.**
72. Exhibit L1 – CSP: "Training Necessary - Yes/No" should be is the service necessary? This echoes what you said about calling this "training". It is very confusing.  
**A: RSA has noted this for consideration for future refinements.**
73. Exhibit L1 – CSP: Under Retention/Supported Employment, are individual objectives necessary? Wouldn't we just be writing "The client will maintain employment" for each CSP?  
**A: Vendors will document objectives (measurable) on how VR Clients will maintain employment.**
74. Exhibit L1 – CSP: Page 2 of 5 – Short Term Job Supports “Anticipated date of training completion” is it ok to indicate “within 90 days of job placement” as we have no way of knowing when a client will be placed and therefore determining a date of completion.  
**A: Yes, this is the *anticipated* date of completion.**
75. Do you expect signatures on the CSP from the client if the service is going to be remote and if you do expect a signature how do you intend for us to get those signatures from the client?  
**A: Yes, signature approvals are required but during the COVID-19 Pandemic, email agreement to CSP is acceptable. The MSP has emailed the required details to be included within each email approval. Once received, please include in your Monthly Reporting Packet. For any questions, please contact [AZVRS@knowledgeservices.com](mailto:AZVRS@knowledgeservices.com).**
76. What exactly do you mean by face-to-face for the CSP with the VR counselor, Client, and agency representative? Most of us are doing remote sessions due to COVID 19.  
**A: Video Conferencing is an allowable service delivery mechanism at this time and RSA will continue to review and determine its use post COVID-19.**
77. In respect to job goals, how can we have the goals changed if after working with the client for a few weeks realize that the goal is unrealistic or not what the client wants to do for a job goal. (In the past, Counselors have not been willing to change the goal because it would mean changing the paperwork and they did not want to do that for the client.)  
**A: The VR Counselor must complete a revision to the IPE and a revised CSP must be completed.**
78. Current auth from VR is categorized as Job Search and Placement. The new CSP and Monthly report has a category that is named “Job Search Skills Development.” This category has several tasks which specifically calls out coaching and training the use of DB101 website. Will there be a sperate category for allotted units/hours and or will VR now be coached to submit proper supportive service units/hours to support the vendor required deliverables?  
**A: This will be based on the individual VR Clients’ needs to be determined by the VR Counselor. VR Clients may not need all the services under Job Search Skills Development. Also, feedback has been provided to the program staff and VR Staff will be reminded that the new Service Specifications add/allow for the time spent using DB 101 services.**

79. Exhibit L2: Monthly Progress Report: On the monthly can we put “see attached for details” for the description of services, progress/barriers etc., and dates? (as we do on WAT, TWE, and JT)  
A: Yes.
80. Exhibit L2: Monthly Progress Report: If we are not working on a certain aspect/ service for the month we are billing can we put N/A? I.e., if we worked only Job Search assistance and placement that month can we put N/A for all other services listed on the JDR monthly?  
A: Yes, each of the Service Objective sections of the Monthly Progress Report ask that you identify how many objectives for that service component were worked on during the reporting period. If none were worked on then you would select N/A and the remainder of that section would be blank.
81. Exhibit L2: Monthly Progress Report: If the goal has previously been accomplished i.e. Job Search Skills Development, what do we do?  
A: You will only fill out the Monthly Progress Report for services you are providing for that reporting month. Each of the Service Objective sections of the Monthly Progress Report ask that you identify how many objectives for that component were worked on that month. If none were worked on then you would select N/A and the remainder of that section would be blank.
82. Exhibit L2: Monthly Progress Report: First question: Job Search Skills Development: Why did you separate objective 3 and 4? They seem to fall under the same category.  
A: No, these are two separate objectives providing a process flow of objectives for the VR Client to see progression.
83. Exhibit L2: Monthly Progress Report: Job Search Assistance and Job Placement: Should the job search assistance be in the same category as skills development and then Job placement be its own category?  
A: No, these are VR specific categories.
84. Exhibit L2 – Monthly Progress Report: If a client is working on both Job Search Skills Development and Job Search Assistance and Job Placement. It seems like there will be a lot of redundancy in reporting. For example, if a client is working on completing job applications and utilizing job search methods and websites and then completes and submits a job application, then do we document the date we provided these services on pages 2-5 under both Job Search Skills and Job Search Assistance?  
A: Job Search Skills Development is training, whereas Job Search Assistance and Job Placement is using the training skills developed to obtain employment.
85. Exhibit L2 – Monthly Progress Report: It is very long, 7 pages.  
A: We continue to look for ways to improve the reporting aspect of the service and will provide updates as solutions are discovered and implemented.
86. Exhibit L2 – Monthly Progress Report: There are so many places to make errors, the form is cumbersome and long. If KS wants fewer errors in reports at 90%, improve this form.  
A: Knowledge Services and RSA are always open to vendor suggestions for improvements. Please continue to provide feedback on areas that you feel can be improved directly to the MSP.

87. Exhibit L2 – Monthly Progress Report: Each date time in / time out does not allow for multiple contacts on a single day. Trying to account for the “short contacts” is challenging using this calendar format if you have a meeting, then follow up items on the same date. Combining all time is not accurate but having a calendar that allows for multiple contacts per day is cumbersome.  
**A: Similar to other MSP services that make use of the calendar, the calendar allows for multiple time entries. Please reach out to the MSP for an example of how this is entered.**
88. Exhibit L2 – Monthly Progress Report: Objective #1 & #5 are too similar under Job Search Assistance and Job Placement.  
**A: Please provide any specific questions about the differences between finding a job placement and placement in employment to [AZVRS@knowledgeservices.com](mailto:AZVRS@knowledgeservices.com). We will work with RSA on each example received.**
89. Exhibit L2: Monthly Progress Report - Service Summary. Is the daily activities documented and being broken down into separate boxes, the same information that will be attached under service summary as supporting documentation?  
**A: The electronic Service Summary has been updated to reflect which services were provided during the reporting month in addition to the specific Exhibits that will be included within your Monthly Reporting Packet: CSP, Monthly Progress Report, Job Placement Report, Service Closure Report, and Post-Employment**
90. Exhibit L2: Monthly Progress Report -Time spent on paperwork: Just a FYI. I’m pretty seasoned at completing paperwork, including getting objectives and laying out the means in which we will accomplish these objectives. It took me over 2 hours to write out the CSP paperwork and paste the objectives into the Monthly Progress Report. The monthly Progress Report is 7 pages to complete. I realize that we won’t be documenting progress on each page, however, it does take time to note N/A on each service not included in the CSP. This is a lot of paperwork for our staff to complete and do it with 90% accuracy each time.  
**A: This information is required to show client progression including what was not worked on during the reporting month time frame. Please continue to provide feedback on areas that are helping/hindering the process. On the Monthly Progress Report, you do not need to input N/A in each field. You will simply select the # of objectives worked on and complete those fields entirely.**
91. The Monthly progress reports for job search and job retention encompasses multiple service Q&A task that an auth may not include. Will agency Job Coaches be required to fill out the entire report with N/A? If so, is there a way separate the service reports by pages needed to reduce process time to do these reports. This in my opinion greatly increases the chance to have a report sent back for a service that is not on the auth and thus reducing service performance numbers.  
**A: Under each section for example, Job Search Assistance and Job Placement ask which objectives were worked on. If none were worked on, you check the N/A checkbox (no additional information is needed).**
92. Can a Post-Employment/Retention Monthly Progress Report be a separate exhibit? Perhaps there should be goals tied to post-employment if there are goals for the other services (what goals do they need to master to keep their job?)  
**A: The VR Client goals for employment will remain the same. We will be conducting a review of the service in the future to determine if revisions to the reporting/layouts would be beneficial.**
93. Exhibit L3 – Service Closure Report: Is this the only place to put placement information?  
**A: Job placements are documented through Exhibit C4 - Job Placement Report.**

94. Exhibit C – Definitions: Employment Outcome (page 2 of 4) – is this equivalent to successful placement (status 22 for VR)?  
**A: Yes**
95. Exhibit C – Definitions: Extended Supported Employment (page 2 of 4)– it states in the definitions that these are “ongoing services which are being subsidized by an agency other than VR”. However, on the Client Service Plan (page 3 of 5) there is a section for Supported Employment and Extended Services. Are each of these services considered Extended Support and are we as VR vendors allowed to provide Extended Supported Employment? If not, can you please clarify what the difference is between Extended Supported Employment vs Supported Employment and Extended Services.  
**A: Extended Supported Employment is not included as part of this service. Job Development and Retention includes Extended Services and Supported Employment, as referenced within the JDR Service Specifications. RSA manages the Extended Supported Employment separately (outside of the MSP).**
96. Exhibit C – Definitions: Post Employment Services (page 3 of 4). Is this a sub section of Job Retention or should it be underlined and treated independently?  
**A: Post Employment Services is treated independently. 1.1.6 Post-Employment Services for VR Clients who have exited the VR system with employment within the last six (6) months to one (1) year but have returned for short term job coaching assistance or job placement due to losing a job for disability related reasons or short-term job coaching assistance.**
97. Exhibit C – Definitions: Successful Employment (page 4 of 4) states that this is an outcome which entails “entering” or retaining competitive employment... If this is an accurate description of the definition of successful employment, how does this differ from employment outcome on page 2 of 4?  
**A: ADES/RSA will be updating the definitions in the near future. Some services use the Successful Employment language where others use Employment Outcome.**
98. Exhibit C – Definitions: Other terms that are used on exhibit C3 are Peer Mentoring, Self-Care, Interpersonal Skills, Self-Direction, Situational Assessment, Spinal Cord Injury and Trial Work Plan. Do these definitions pertain to the Job Development and Retention Contract or are they general definitions that apply to any or all Knowledge Services contracts?  
**A: The other definitions found within Exhibit C3 are general and apply to other services under the MSP Program.**
99. Exhibit C4 – Job Placement Report: Information required to confirm employment - It could take several weeks to secure this information. Won't waiting delay a client's status with VR and could potentially effect a successful outcome? Can we still move them into an employment status without this information?  
**A: Please let us know if this is an ongoing issue. ADES is accepting the following for employment confirmation: W-2, Offer Letter of Employment, or Current Pay Stub.**
100. Exhibit C4: Job Placement Report: Also obtaining employer signature. Can this be revised as well as it will be difficult to obtain if employer is unwilling to give?  
**A: We have removed the employer signature component from the Job Placement Report.**

101. Exhibit C4: Job Placement Report: This is going to be a problem to obtain from client and or employer. Can we revise not doing this? Client may not disclose to us.

**Employment Information**  
\*\*Must be accompanied by W-2, Offer Letter of Employment, or Current Pay Stub.\*\*

**A: Supporting documentation is required to validate employment. Please note that we have removed the employer signature component from the form.**

102. Exhibit C4: Job Placement Report: In the current DRES contract the placement information triggers the VRC to initiate the authorization for retention or supported employment. In the new placement form we have to attach a pay stub, W-2, offer letter which in this case if a pay stub is two weeks out how will this be addressed?

**A: We anticipate that an offer letter or pay stub will be available within 15 days of employment which should fall within most vendors billing cycle. Vendors also have the option of submitting a W-2 or Offer Letter of Employment in lieu of a pay stub.**

103. Exhibit C4: Job Placement Report: If we achieve the placement for example 2.15.21 but the client does not get paid until March will we submit the placement with the March report even though it was achieved in February - as a pay stub will not be available until then?

**A: In this scenario, the Vendor will submit the Job Placement Report within the March Reporting Packet, given the pay stub is available for the March Reporting Packet. This is one scenario. Please note that Vendors also have the option of submitting a W-2 or Offer Letter of Employment in lieu of a pay stub.**

104. Exhibit C4: Job Placement Report: Employer Signature - how is this to be obtained if the client does not disclose they have a disability and or work with a provider? Why is this needed if we submitting a document i.e. pay stub as proof of employment.

**A: This has been removed from the form.**

105. Exhibit C4: Job Placement Report: There is a place for Employer signature confirming/verifying employment information. Employers do not always know that a client is working with VR, a job developer, etc., and has the right to not disclose this information. In this case, a signature would be inappropriate, just as it would be for a VRC or supervisor to call an employer to verify employment. How should this scenario be addressed on a placement form? Also, requires offer letter, or paystub (which will not be provided until 1<sup>st</sup> payday, well after placement date, same for W2). On the rare occasion that an offer letter is not provided, will explanation of that circumstance be acceptable, not all companies complete online onboarding and give these letters. (ex: smaller companies)

**A: Please note that the employer signature has been removed from the form. The form must be accompanied by a W-2, Offer Letter of Employment, or Current Pay Stub.**

106. Although billing is addressed, we do not see any information regarding invoicing and timely payment for services. On the progress report, there is no specified place for LOC vs DIST in order to determine invoice totals. Currently we bill on the last day of each month. We happily receive payment within 21 days, always less than the required 30 days. Our hope is for continuity in payment practices.

**A: The MSP can confirm their payment processes for vendors in the MSP network and how to invoice for services provided. This information is also found in the Master Service Agreement under section "Rates and Payment" that are signed by every vendor in the MSP network.**

107. Reports/Documentation: Will there be completely filled out examples of required monthly and service documents, it would be helpful to have full example of CSP, placement, closure and most important, the monthly progress report.  
A: RSA will provide the MSP with examples to include on the vendor portal. These have been loaded to the JDR Vendor Page.
108. Authorizations: When a client is placed in employment, do we need a new authorization indicating we have moved into Job Retention services and are there separate authorizations each for Short Term Job Supports, Supported Employment ect?  
A: The following authorizations *may* be generated under the MSP Program, as applicable for each VR Client:
- One (1) authorization will be issued for JDR services for: Job Search Skills Development, Job Search Assistance and Job Placement, Short Term Job Supports, and Supported Employment Services
  - If applicable, one (1) authorization will be issued for: Extended Services
  - If applicable, one (1) authorization will be issued for: Post-Employment Services
109. With vendor/ Provider side of the services being worked on by Knowledge Services, are there process changes that will allow clients to be put into status 13 faster? Many clients from schools that are identified and have a IEP already written can take up to 6 weeks before a referral and auth for services are written and issued. This leaves many families and client looing faith in the VR process. Will the paperwork to get participants into Job Search status be improved with Knowledge Services as the 3P system manager?  
A: No, however this feedback has been provided to the VR program to identify possible roadblocks and opportunities.
110. What is the scope of hours for Customized Employment and how is that determined by the VR Counselor?  
A: Customized Employment has been removed from this Service Specification.
111. Will all the VR Counselors be educated and trained as to how these services are to be used, the parameters for each service, and how to evaluate their clients for the appropriate services?  
A: Yes, training will be provided to VR staff.
112. How do we voice our concerns about how VR Counselors who are not authorizing the appropriate service for their client with significant barriers to employment?  
A: Contact the VR Counselor, then the supervisor, then the manager.
113. We noticed, providers/vendors will be evaluated (which is great), will there be a way to evaluate counselors?  
A: The contract performance measures are for vendors only.
114. Consumer Choice by Client for VR Vendor, question: will Voc. Rehab. counselors be instructed to not influence Client Choice?  
A: Counselor's do not instruct or influence clients' choices. VR Counselors only provide VR Clients with vendor information to make an informed choice.
115. What is the scope of hours for Customized Employment and how is that determined by the VR Counselor?  
A: Customized Employment has been removed from this Service Specification.

116. Will the VR Counselors be educated on how to assess their clients' needs for Customized Employment (CE)? Up until now, there has been no verbiage or awareness around what CE means or looks like within VR.  
A: Customized Employment has been removed from this Service Specification.
117. Will the hours authorized allow for adequate search on behalf of the client for Customized Employment? (Being authorized 5 hours for 3 months is not adequate for Customized Employment which is what we sometimes get for individuals with developmental disabilities)  
A: Customized Employment has been removed from this Service Specification
118. What is the due date for incumbent Vendor Representatives to have their Vendor Personnel Compliance Form submitted by?  
A: Please have your incumbent Vendor Representatives' Vendor Personnel Compliance Forms submitted by Friday, 2/19/2021.
119. Will vendors receive the new auths by Feb. 1?  
A: RSA will be generating new authorizations under the MSP Program with effective dates of 2/1/2021 for all current/incumbent VR Clients.
120. Will there be a VR Counselor signature on the new referral like there currently is? Many vendors reply on this for documentation of disability, but it needs a signature to be able to be used. Right now, the referral includes a signature when we receive it.  
A: The new referral form for Knowledge Services does not have a signature. This is not a document that should be used to validate a clients disability.
121. Is there an option to select "Extended Services" on the electronic Service Summary?  
A: No, as this is a part of the Monthly Progress Report it will not be separated on the electronic Service Summary.
122. If a Vendor selects "NO" for an objective or training error during the CSP, but later determines the Client needs the service, can we provide that service?  
A: A revised CSP will need to be completed if changes to the original CSP are necessary.
123. If Vendors have more than one (1) contact with a client/employer/VRC on a given day, there is no place to list multiple contacts on the calendar.  
A: Vendors can include two (2) start and end times within each daily calendar entry.
124. Should the "how many objectives were worked on this month?" say 5+ in case we work on more than 5?  
A: If 6+ objectives were worked on during a reporting period, Vendors may include on separate supporting documentation the additional objectives worked on during the reporting month. This additional supporting documentation must be included within your single PDF Monthly Reporting Packet, and must include all fields found on the Monthly Progress Report.
125. When completing the Monthly Progress Report: Any fields we are not working on do we have to put N/A or can we leave blank?  
A: Objectives that are not worked on during a reporting period may be left blank. Example: If 3 objectives were worked on, you would complete all fields within objectives 1-3, and objective 4 and 5 would be left blank. In each training area, you would select/check the number of objectives worked on.

126. Job Placement Report: What if we can't get a copy of the pay stub etc..... should we still submit the Placement Report so it is timely and then send the supporting doc later?  
A: No, we anticipate that an offer letter or pay stub will be available within 15 days of employment which should fall within most vendors' billing cycle. Vendors also have the option of submitting a W-2 or Offer Letter of Employment in lieu of a pay stub. Also, the vendors are encouraged to contact the VR counselor by phone or email for notification of the VR clients placement and provide the placement information. This will allow the VR counselor to place the client in retention status (22 status VR clients case file system) to begin the 90 day countdown for employment stabilization.
127. Job Placement Report: This additional documentation such as paystubs will delay RSA from putting the client in working status. What is the reason for this new requirement? W2s are provided at the end of the year so that is a very odd requirement.  
A: The new requirement provides a stronger validation of the clients employment which is required by RSA Administration.
128. VRC's often ask for placement information before the end of the month when we send reports. Do we submit this at anytime? Or, do we submit this with the monthly reporting packet and send VRCs and email with the placement info?  
A: The completed Job Placement Report must be consolidated within your Monthly Reporting Packet.
129. The problem with JP report in timeliness is that VRCs want that now and if we submit one packet per month, it will be delayed info to working status and getting the next auth.  
A: Job Placement Reports will not impact authorizations. One (1) authorization will be issued for JDR services for: Job Search Skills Development, Job Search Assistance and Job Placement, Short Term Job Supports, and Supported Employment Services.
130. If a client already completed an objective because they have been in services already, do we just not write that objective on the monthly report, or do we mark them as accomplished?  
A: If an objective was not worked on during the reporting month, you will not reference the objective on the Monthly Progress Report.
131. How do we get an auth for Supported Employment?  
A: Supported Employments hours will be found under the main JDR authorization issued. If more hours are required, or if an authorization end date is needing to be extended please contact the VR Counselor to request these changes.
132. RSA cannot authorize Job Coaching without placement information.  
A: The Vendor will receive one (1) authorization for all VR client services within JDR. The documentation submitted is to show the progression of services and to update the VR client's case file. The JDR authorization process is different from the DRES process, please note the components of the JDR services authorization below; The following authorizations *may* be generated under the MSP Program, as applicable for each VR Client:
- One (1) authorization will be issued for JDR services for: Job Search Skills Development, Job Search Assistance and Job Placement, Short Term Job Supports, and Supported Employment Services
  - If applicable, one (1) authorization will be issued for: Extended Services
  - If applicable, one (1) authorization will be issued for: Post-Employment Services.

133. Once a client gets a job, since we are using one authorization, we can move right into providing retention (short term job supports)?  
A: Yes, One (1) authorization will be issued for JDR services for: Job Search Skills Development, Job Search Assistance and Job Placement, Short Term Job Supports, and Supported Employment Services.
134. In the reporting packet, is the vendor rep referred to as "ES", "JC" or something else?  
A: Please utilize the Vendor Representative complete first and last name on the Exhibit.
135. I think there is a lot of confusion about the difference between Short Term Job Supports, Supported Employment, and Extended Services.  
A: Services defined;
- Short Term Job Supports are provided to a VR Client who has been placed in employment and requires temporary support to maintain and/or stabilize the placement and enhance job retention.
  - Supported Employment services is for clients with the most significant disabilities (i.e. SMI and DDD as applicable). The VR Counselor will identify clients that are eligible for supported employment services. The Vendor is to provide, when needed for the client, job training, coaching, observation, and/or follow up services to reinforce and stabilize employment. Support employment services may be provided for 24 months, which includes at a minimum, twice-monthly on-work monitoring or off-site meetings to provide services.
  - Extended Services support and maintain a youth with a most significant disability (only applies for youth up to age 25).
136. I also feel it will be an big issue especially if a client starts a job right away and then we can't provide job coaching because we have to wait on a new authorization.....  
A: The Vendor will be provided one (1) authorization for all VR client services within JDR. The documentation submitted is to show the progression of services and to update the VR client's case file. The JDR authorization process is different from the DRES process. Please note the components of the JDR services authorization below; The following authorizations *may* be generated under the MSP Program, as applicable for each VR Client:
- One (1) authorization will be issued for JDR services for: Job Search Skills Development, Job Search Assistance and Job Placement, Short Term Job Supports, and Supported Employment Services
  - If applicable, one (1) authorization will be issued for: Extended Services
  - If applicable, one (1) authorization will be issued for: Post-Employment Services.
137. We currently submit zero hour MPR's for clients who did not have billable hours that month. Should this still be done?  
A: Please only submit a Monthly Progress Report if services were provided during the reporting month.
138. Question regarding CSP meeting - can this be done virtually and considered then Face to Face? Can vendors provide service via Zoom and phone?  
A: Yes, vendors may provide services on a zoom platform, phone, or face-to-face. Services shall be authorized with only one pricing tier (local counties or other counties) based on the county where the client lives regardless of if the services are provided virtually or in person.
139. Am I understanding correctly, services for skills development and job search are now two separate authorizations and therefore need to be documented separately? If we do not have an authorization for skills development, then we should not work on those areas ie: resume writing, interviewing?  
A: The following authorizations may be generated under the MSP Program, as applicable for each VR Client:

- One (1) authorization will be issued for JDR services for: Job Search Skills Development, Job Search Assistance and Job Placement, Short Term Job Supports, and Supported Employment Services
- If applicable, one (1) authorization will be issued for: Extended Services
- If applicable, one (1) authorization will be issued for: Post-Employment Services

140. What if the client does not have email access? For instance, if they are on the reservation and have limited access to internet.

A: VR Counselors have the ability to approve services on behalf of the VR Client via email.

141. Can you give examples of what extended services are?

A: Extended services may only apply to a youth with most significant disabilities (Priority 1) services may be provided to the youth up to 4 years or until the youths age of 25 (this does not apply to SMI/BHS or DDD population VR provides services too).

142. Will we have a power point of today's training?

A: The Training PowerPoint has been loaded to the JDR Vendor Page.

143. When scheduling/completing a CSP, can DDD support coordinators be invited?

A: Yes, if this is a part of the VR Clients support team.

144. How is local and distance viewed?

A: Local and Other Counties (distant) is based on if a Vendor has a physical office location that is owned, leased, or rented within a county. If a Client resides in a county where you have an office location that is owned, leased, or rented than the authorization will reflect your approved local rate.

145. Can incumbent Vendor Representatives continue to provide JDR Services, effective 2/1/2021?

A: If a Central Registry check has been completed within the last 12 months *and* they meet the qualifications to provide JDR services then yes, there does not need to be a break in service. Vendors are simply required to submit the Vendor Personnel Compliance Form by 2/19/2021.

146. Will there be a post placement report form IE, 30/60/90 follow up form?

A: No, only a monthly progress report.

147. To review, these forms can all be printed out, filled in, signed, and uploaded, correct?

A: Correct, you simply will need to consolidate all complete forms into a single PDF Monthly Reporting Packet.

148. Will there be an audit? Can we keep digital files, or are we required to keep hard files?

A: Contract Monitoring conducts and oversees audits. Section 2.4 of the JDR Service Specification, Administrative Requirements, provides an outline of what is required for files, how the vendor chooses to retain the information is a vendor's decision to business operations.

149. Can an email serve as an offer letter?

A: Yes, given the same information on an offer letter can be received within an email. As long as the email itself is the true "offer letter".

150. Normally VR Clients would like to see the Client resume. Should Vendors include the VR Client resume within the Monthly Reporting Packet?

A: VR Counselors only need a one time submission of the VR clients resume for VR/RSA records.