AZVRS MSP PROGRAM – REHABILITATION INSTRUCTIONAL SERVICES (RIS)
FREQUENTLY ASKED QUESTIONS (FAQ)

Exhibit K – RIS Service Specifications: "Assisting the VR Client to learn alternative or compensatory strategies to complete activities that will enhance success in employment"

1. This is very vague in terms of service provisions. What type of activities would be considered those that would enhance employment success?
   A: This will vary by the individual. Please coordinate with the VR Counselor on what activities would enhance employment success.

2. If a client lives in a rural area and needs a driver's license but cannot read or write, is this included?
   A: No, this falls under a different contract and is not to be provided under the RIS contract.

3. How about getting a fingerprint clearance card or good cause exception?
   A: No, fingerprint clearance card is a part of Job Readiness/Job Preparation (DRES).

4. How about navigating social security or working through the appeals process for SSI?
   A: No, we do not assist Clients with obtaining social security. We may provide resource information to the Client.

5. Securing housing for someone who is homeless?
   A: No, the VR Counselor should be giving them resource information for securing optional government housing or shelter information.

6. Assisting an individual get a social security card or state ID?
   A: You may provide instruction on how the individual may obtain a social security card or state ID. Assisting would fall under Job Readiness/Job Preparation (DRES).

7. Establishing a bank account and learning to budget for the sake of knowing how much an individual will need to make?
   A: Under RIS you may provide instructions on how to obtain a bank account and budgeting. Provide service so that the individual understands how employment wages will affect their state and federal benefits by using DB101.

8. How about a Client who does not have a cell phone and needs assistance to acquire one?
   A: No, this is not done under the RIS contract. The VR Counselor and PT will acquire the resources for the Client.

Exhibit K – RIS Service Specifications: "Assistance may take the form of training in specific skills, providing encouragement and motivation to those needing it, or providing information and resources to VR Clients."
Comment: Please remember this is strictly an instructional service.

9. What type of specific skills does this include?

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A: There is nothing specific. Identifying specific skills will be based on an individual Client need for successful employment outcome, on an instructional basis only.

10. Would "specific skills" include appropriate hygiene?
    A: Yes, this would be an appropriate specific skill. You will instruct the Client on what is appropriate hygiene as agreed upon with the VR Counselor.

11. How do we quantify encouragement and motivation?
    A: This will be worked on with the VR Counselor and Client in the CSP to identify what the specific need is and how it will be measured as an outcome. Remember there is no "one specific", everything is individualized.

12. This is very vague as well. Are we to work with a VR Client who specifically needs encouragement because they are depressed due to their diagnoses and inability to find work?
    A: The VR Client, VR Counselor and Vendor at this point need to determine if the VR Client needs are able to be met under this contract or if a more specific service should be provided by a healthcare provider (i.e. Behavioral Health Service).

13. Every VR Client we work with has great needs for encouragement and motivation. What type of information and resources are we allowed to provide?
    A: This is determined, based on the VR Client's needs, during the Client Service Plan meeting between the VR Counselor, VR Client and Vendor.

14. Are we able to assist an individual in learning about disability related benefits, such as AHCCCS and SSI/SSDI?
    A: You may provide resource information to the VR Client, but you may not assist in applying for these services.

Exhibit K – RIS Service Specifications: "Training the VR Client in self-advocacy so that they are capable of advocating for themselves in order to maintain personal rights and obtain the services to which they are entitled."

15. In terms of self-advocacy, does training involve instruction in the following skills?
    a. Assertiveness
    b. Decision Making
    c. Disability understanding
    d. Effectively requesting and utilizing accommodations
    e. Identifying independence
    f. Intrinsic motivation
    g. Knowing the environment accommodations that are necessary independence and self determination
    h. Knowing how to request and accept help
    i. Knowing when and how to disclose their disability
    j. Knowledge of rights and responsibilities
    k. Objectively evaluation options
    l. Positive self-talk
    m. Problem solving
    n. Respectfully listening to the opinions of others
    o. Self-awareness
    p. Self Determination
    q. Setting achievable goals
    r. Taking a leadership role in support plans

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A: This will vary by the individual. Please coordinate with the VR Counselor on what activities would enhance employment success. Please note: A-Q are acceptable, whereas R is a VR Counselor role.

16. Are the Independent Living Skills Development on the previous contract completely eliminated?
A: Yes.

17. We believe this is a big area that can relate to work (hygiene, organize and dress for schoolwork, etc.).
A: In regard to Independent Living Skills (IL): If the service is a necessary component for the VR Client to successfully complete the activities/outcome, then the service is appropriate. The VR Counselor must request it during the Client Service Plan (CSP) meeting or later in services, and it must be related to the vocational success of the VR Client.

18. Section 1.1 in the Service Specifications states it should be provided in an individual setting. Are group services no longer permissible?
A: The service can be provided in a group format where appropriate, but the billing will be done on a per client basis.

19. Section 1.1 in the Service Specifications states "prepare for further vocational rehabilitation services, to achieve their individualized employment goals." I appreciate how the current contract includes, "...services to assist RSA clients in achieving their individualized vocational and/or independent living goals and functioning more independently in the workplace, the home and in the community."
A: In regard to Independent Living Skills (IL): If the service is a necessary component for the VR Client to successfully complete the activities/outcome, then the service is appropriate. The VR Counselor must request it during the Client Service Plan (CSP) meeting or later in services, and it must be related to the vocational success of the VR Client.

20. While the ultimate goal of RIS and all VR services is to assist the clients in achieving their employment outcomes and enhanced independence, the new RIS contract appears to focus less on the entire individual and only on employment goals. Is this correct?
A: The service is intended to address improvement of specific skills. There are many VR services to address various client needs.

21. Exhibit K1 – RIS Client Service Plan: Listing three objectives (#1, #2, #3), may be confusing. It sends the message that a client must have three objectives (if training is necessary) for each objective area, no more and no less than three.
A: The Exhibits have been updated.

22. Exhibit K1 – RIS Client Service Plan: How specific should objectives be? It may be helpful to have an example or template to follow for goal writing. While using the current system of the excel sheet (Tab 1), in the column on the left, the vendor is to state the service objective. Then, all the way to the right, the vendor is to comment/clearly state the objective. With only one place to write the objective in the draft, how specific should the vendor be? (i.e., instead of "use public transportation," shall the vendor write, "Jane Doe will learn skills to navigate the community using the Light Rail"?).
A: There are sample Exhibits completed and available for vendor review on the AZVRS MSP Vendor Portal.

23. Exhibit K1 – RIS Client Service Plan: The second part "describe the skills and techniques to be learned for meeting this objective" is unclear on wording. It may be more effective to put as, "List the skill steps to reach the objective."

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A: Thank you for the information. This remains unchanged to match the language of other services that have been moved to the MSP.

24. Exhibit K2 – RIS Monthly Progress Report: It seems tedious/unrealistic to separate the monthly calendar to list the hours by specific area ("orientation and adjustment to disability"). At times, a service provider may take ten minutes to discuss something for Dial-A-Ride and then 30 minutes to work on ADLS, for example.
   A: This form has been updated. Due to current Federal reporting requirements documentation on time spent with each objective is required.

25. Exhibit K2 – RIS Monthly Progress Report: Putting the boxes 1,2,3 for how many goals were accomplished seems as though you have to have three objectives per area. Instead, list the objective worked on.
   A: This Exhibit has been updated to allow Vendors to document up to 5 objectives worked on during the reporting month. Please note, Vendors will document the objectives worked on during the reporting month on the Monthly Progress Report. Vendors will document all RIS objectives identified for the VR Client on the Client Service Plan.

26. Exhibit K2 – RIS Monthly Progress Report: Also, what is meant by "accomplished"?
   A: The VR Client has achieved the outcome in the objective. If the VR Client only was able to obtain portions of the objective, the objective was not accomplished.

27. Exhibit K2 – RIS Monthly Progress Report: Is "accomplished" based on a certain score reached (1-4)? Will there be a scoring system, similar to the Excel sheet?
   A: No, this is strictly whether the VR Client accomplished the objective or not.

28. Exhibit K2 – RIS Monthly Progress Report: Is the vendor able to write, "See attached notes" for all details of service for the month?
   A: Yes. Please keep in mind that the State Exhibits still need to be completed. You may reference "see attached" where appropriate in the exhibits.

29. Exhibit K2 – RIS Monthly Progress Report: Is the vendor expected to put every last detail in this format?
   A: As long as the Monthly Progress Report is properly filled out you may use your own formatting for attached notes.

30. Exhibit K3 – RIS Service Closure Report: What is the standard to say they successfully completed?
   A: The standard is that the SMART Goal (Specific, Measurable, Achievable, Realistic and Time oriented) objective has been achieved.

31. Exhibit K3 – RIS Service Closure Report: Will there be a scoring system as per the old RIS contract?
   A: No.

32. Exhibit K3 – RIS Service Closure Report: Will there be a matrix similar to Work Adjustment Training (WAT)?
   A: No.

33. Exhibit C – Code of Conduct – Vendor Personnel: Include/add field for Typed Name, Signature, and Date.
   A: This will be included as a recommendation for future revisions.

34. Exhibit C – Code of Conduct – Vendor Personnel: Form assumes sub-contractors are INDIVIDUALS versus other organizations/entities.
A: Two versions of the Vendor Code of Conduct (Exhibit C) can be found on the AZVRS MSP Vendor Portal.
Exhibit C – Vendor Code of Conduct (adobe sign version) is required to be completed by one individual, agreeing to the Code of Conduct on behalf of your company.
Exhibit C – Code of Conduct – Vendor Personnel (PDF) is required to be signed by each Vendor Representative who will be providing services under the MSP Program. The signed copy should be housed in the personnel file your company has for each Vendor Representative.

35. All Exhibits: Replace the term 'client' with 'consumer' because CILs and many other nonprofits do not use the medical model term "client." "Consumer" should be used as that is the term used to describe service recipients in the federal Rehab Act.
A: No change, RSA uses Client(s) for those who are receiving authorized services.

36. All Exhibits: Use at least size 12 font. Anything smaller is not reader of disability friendly. It's specifically an issue on document K1, which requires a consumer's signature and we would offer a copy of for their records, but at the current font size is not disability friendly.
A: Exhibits have been formatted, please advise of any other issue.

37. Exhibit K2 – RIS Monthly Progress Report: This form leaves room for error since the Start Time field and End Time field do not calculate into the Hours field. We would prefer this in Excel because when built correctly we have found excel to be more accessibility and limit math errors. Form is unnecessarily long and cumbersome. If set up in Excel, one doc could be used, and formulas can be set up to auto-populate repetitive into on other tabs. If set up this way, adjustment & O&M could be on separate tabs, so you only use sections that you need (especially for those who print hard copies). The way it is now, we may all print a lot of blank pages whether hard copy or PDF because of sections that may not apply.
A: Exhibit has been updated where appropriate.

38. Exhibit K – RIS Service Specifications: Section 5.3.2 - What damage or equipment is being referred to? Anything the consumer owns or is it specific to equipment VR has purchased and we are aware about.
A: The equipment being referenced is RSA issued/provided equipment (assistance technology equipment needed to move forward with services). If the equipment is damaged and needed for the VR Client to complete services, you are to inform the VR Counselor.

39. Exhibit K1 – RIS Client Service Plan: Obtaining participant, vendor, & VR Counselor signature on 1 document, especially during a pandemic can be challenging. Even without pandemic, VR Counselors are rarely at this mtg in person so it will be a lot of paper shuffling/emailing. I know it is ideal to get all sigs, just trying to think through logistical barriers.
A: During the pandemic VR has allowed flexibility for electronic signatures/acceptance. The MSP Program Team can provide more guidance when this need for flexibility is identified.

40. Exhibit K3 – RIS Service Closure Report: What is "Client Service Plan Meeting Date"? Is this the ORIGINAL service plan meeting date - if so, why is it needed on this form when it was submitted on the plan previously? OR, if it is the date of a meeting when closure is discussed/agreed upon, specify that.
A: This is the date of the first Client Service Plan meeting. This shows the total time frame the VR Client spent in services. This is for auditing purposes (Federal).

41. Exhibit K3 – RIS Service Closure Report: Under reasons - *"dissatisfaction with the service provision; VR Client requested another Vendor;" - this assumes participant still wants the service but with another vendor. What if they change their mind on the service (e.g., not what they thought it was)?
    A: Vendors can select "Other reason for closure (specify):" and explain reason for closure.

42. Exhibit K3 – RIS Service Closure Report: Under reasons - *Incarceration - does this really happen so often that it should be high in the list? Suggest moving down just above "other".
    A: Exhibit has been updated where appropriate.

43. Exhibit K3 – RIS Service Closure Report: Under reason - Also, some could be written to be clearer/active voice/more succinctly:
    * dropping out of services due to health issues - can simply read "health issues" [Lead in already states services are discontinued; unnecessary redundancy]
    *contact with the VR Client lost by Vendor - would be better as "Vendor lost contact with VR consumer"
    *change in VR Client's circumstances; they no longer wish to pursue employment services - better as "VR Consumer no longer wishes to pursue employment services"
    *organizational or business changes by Vendor precludes further service to the VR Client - better as "Vendor organizational/business changes precludes further service to the VR Consumer"
    *determination by VR Counselor that services are no longer appropriate; or - better as "VR Counselor determined services are no longer appropriate" [Also, delete the "or" if services may be discontinued for more than 1 reason]
    A: Exhibit has been updated where appropriate to reflect pieces of this.

44. Exhibit K1 – RIS Client Service Plan: The signature lines are not fillable.
    A: Final versions of all Exhibits have been loaded to the Vendor Portal, which reflect fillable fields. If obtaining a signature, either as physical or electronic signature are required.

45. Exhibit K2 – RIS Monthly Progress Report: Will RSA or KS be providing a "report example" for vendors?
    A: Yes, samples are on the AZVRS MSP Vendor Portal.

46. Exhibit K2 – RIS Monthly Progress Report: Completing a report prior to finalizing it may allow RSA to see potential problems with the report format. For example, if a client is referred for one objective under "Orientation and Mobility Training" are vendors then entering "N/A" for all of the blank spaces in all other spaces in the report (2 other calendars and 3 objectives under 2 other categories)
    A: The Exhibit has been updated. Please refer to the AZVRS MSP Vendor Portal to access the final version.

47. Exhibit K2 – RIS Monthly Progress Report: Please explain the need for 3 different calendars in 1 month. Having 3 calendars is confusing and creates more room for error each "monthly reporting packet." Having 3 calendars doesn't seem to add more value to the "quality or thoroughness" of the documentation. It just adds more difficulty trying to complete the report.
    A: The Exhibit has been updated. Please refer to the AZVRS MSP Vendor Portal to access the final version.

48. Exhibit K2 – RIS Monthly Progress Report: There are "detailed notes" for "each date" documenting specific "activities and services" for each objective. That amount of detail offers a "picture" of what services and progress occurred, more so than 3 calendars.

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49. Exhibit K2 – RIS Monthly Progress Report: Client services are not always linear, so the calendar creates documentation challenges. There is only one "Start time and End Time" for each date, so you can't return to the calendar to explain how additional time was spent later the same day, that would be in the detailed notes.
A: The Exhibit has been updated to reflect one (1) calendar. Please document the VR Client's start time/end time and actual hours of attendance, per day.

50. Exhibit K2 – RIS Monthly Progress Report: As an example, if you meet with the client on 8/17/2020 from 10am to 12pm to work on Objective 1 under "Orientation Mobility" and later contact the VR Counselor and Client from 2pm-2:30pm to address issues, you would list that activity in the notes, not in the calendar.
A: The Exhibit has been updated to reflect one (1) calendar. Please document the VR Client's start time/end time and actual hours of attendance, per day.

51. Exhibit K2 – RIS Monthly Progress Report: If you recall, there were going to be 8 calendars for the WAT and TW contracts, and it was reduced to 1 for accuracy, efficiency, and simplicity. I believe everyone agreed that was a good decision.
A: The Exhibit has been updated. Please refer to the AZVRS MSP Vendor Portal to access the final version.

52. Exhibit K2 – RIS Monthly Progress Report: If RSA requires 3 calendars for each month, consider having a total for each calendar so the vendor can add each calendar, then add all 3 calendars for a "total time" for the month.
A: The Exhibit has been updated. Please refer to the AZVRS MSP Vendor Portal to access the final version.

53. Exhibit K2 – RIS Monthly Progress Report: The final calendar and objectives will likely be blank every month if Vendors do not receive a referral for "Manual Adaptive Communication" service under RIS.
A: Correct. If a training area, such as Manual Adaptive Communication Training, is not necessary at time of the Client Service Plan (CSP) Meeting then Vendors would select "N/A" on Exhibit K2 – RIS Monthly Progress Report.

54. Exhibit K2 – RIS Monthly Progress Report: If there are more than 3 Objectives for one RIS Category, where would we document other objectives?
A: The Exhibit has been updated to include 5 objectives. If additional objectives are identified, please document on a separate form.

55. Exhibit K2 – RIS Monthly Progress Report: The signature lines are not fillable.
A: Final versions of all Exhibits have been loaded to the AZVRS MSP Vendor Portal, which reflect fillable fields. If obtaining a signature, either as physical or electronic signature are required.

56. Exhibit K – RIS Service Specifications: The current description of RIS services is far more vague than previous contracts. Is the MSP responsible for determining if Referral for Services request "is allowable" within the RIS scope of work? Or is the provider responsible?

     A: The service can be provided as defined in the Service Specifications. If there is something that does not fit, the VR Counselor can escalate the issue internally for resolution. Questions can also be directed to AZVRS@knowledgeservices.com, who will provide the information to RSA for consideration.

57. Exhibit K – RIS Service Specifications: Section 1.1.1.6 - Instruction in the use of "Assistive Technology" seems more important today than ever as an employment-related skills to receive supportive services, participate in job interviews/work meetings, and access community services, yet it is only listed under Mobility. Is this also allowable under Adjustment to Disability?

     A: No, "Assistive Technology" is provided under another contracted service.

58. Exhibit K – RIS Service Specifications: Section 2.2.2.2 – Specifies that the CSP will be face to face but most VRCs are not attending the CSP meeting in person due to social distancing. Does the wording need to allow for phone meetings or we can just assume that RSA will continue to allow phone meetings as listed under 4.3.1.

     A: CSP's may be virtual or by phone under the COVID-19 directives communicated to RSA Staff and Vendors. If the VR Counselor or VR Client is unable to attend the CSP, the CSP must be rescheduled for when all three parties are available to attend.

59. Exhibit K – RIS Service Specifications: Section 2.2.3.7 – This notes that providers are required to obtain VRC approval prior to "changing the service setting". What does this refer to?

     A: The spirit of this term is that the vendor shall not make unilateral changes to the service delivery. For example, if a service (generalization) is scheduled to be provided at location X the vendor cannot simply decide to instead have the service moved to location Y.

60. Exhibit K – RIS Service Specifications: Section 4.3 – Please define "electronically". Does this include text and emails, as "face to face" may be included in meetings via video phone, zoom, MS teams, Skype and other tele-counseling platforms?

     A: Texts and emails are not included (this is under the all-inclusive section 4.0 Payments). In the finalized Service Specifications (effective 10/1/2020) electronically is not stated in section 4.3, only face to face, video conference platforms or by phone calls.

Exhibit K – RIS Service Specifications: Section 1.1.1 – 1.1.3 - We reviewed the RIS referrals for Focus since January 2020 and compared the services to the KS "Draft RIS Service Specifications." The new Service Specifications are not clearly defined, do not appear to include many of the typical wrap-around or essential services needed by many VR Clients, particularly Deaf and Hard of Hearing clients. DHH client needs under RIS are often very intense, individualized and very comprehensive. If services are no longer allowable under RIS, we are concerned these clients will not have the support they need and VRCs will not have a means to help their clients become employable.

Below are examples of recent requests through RSA Referral for Services to Focus. Would similar RIS services continue to be provided under KS RIS Service Specifications?

61. Orientation and Adjustment to Disability: Assistance with obtaining a social security card and state ID in order to obtain employment.

     A: No, this falls under Job Readiness/Job Development (DRES).

62. Orientation and Adjustment to Disability: Help the client learn organizational skills including automatic bill pay, filing system, and reporting earnings to Social Security. The client has attention issues, is late on payments and has an SSI overpayment in the past.

    A: Learning organizational skills, automatic bill pay, filing system are covered under Orientation and Adjustment to Disability. VR Counselors should be providing benefits counseling, and if further consultation is needed, it should be through certified work incentive specialists.

63. Orientation and Adjustment to Disability: Assistance with requesting student loan deferment and ending a social security garnishment to better manage stress.

    A: No, we do not assist with student loan deferments or social security garnishments under this contract.

64. Orientation and Adjustment to Disability: Instruction on managing finances and creating a budget to afford bus passes for work and disability related items such as hearing aid batteries and a new iPhone.

    A: Yes, this is considered instructional.

65. Orientation and Adjustment to Disability: Assistance with managing finances as the client's mother is his payee and he wants to manage his own social security and supplement that with a part time job.

    A: You may provide instructions on how to manage finances.

66. Orientation and Adjustment to Disability: Teach the client DB101 to manage benefits, report earnings to SSA and apply for AHCCCS Freedom to work.

    A: Teach the VR Client to use DB101 is allowable. Applying for AHCCCS Freedom to Work is not allowable. Information on Freedom to Work can be provided as a resource.

67. Orientation and Adjustment to Disability: Improve grammar and professional writing skills to apply for jobs. The client is deaf and has poor writing which impacts his ability to get jobs and promotions.

    A: No.

68. Orientation and Adjustment to Disability: Teach deaf client to successfully advocate in an employment setting to include ways to communicate with hearing people, use technology, writing skills and ask for accommodations.

    A: Basic instruction in advocacy is appropriate. Instruction in advocacy related to a specific job or employment site is provided under Job Readiness/Job Development (DRES).

69. Orientation and Adjustment to Disability: Instruct client on community resource programs available to him to include: ACDHH (Arizona Commission for the Deaf/Hard of Hearing), ASKJAN.org (accommodations) and ACDL (Arizona Center on Disability Law). The client needs to attend ACDHH and meet with the deaf specialist to learn more about what services ACDHH can assist with regarding advocacy. After the client completes the tour/learning about the programs, the client will be able to explain the role the programs can assist with advocacy in an employment setting.

    A: Yes, the key is to inform and instruct the client on how to access and utilize available community resource programs.

70. Orientation and Adjustment to Disability: Instruct deaf client in learning deaf community resources, self-advocacy tips/resources, emergency plan, paycheck information, budgeting plan, saving plan for equipment/disability related needs RIS is intended to inform and instruct the client on how to access and utilize available community resources/programs.

A: RIS is not intended to provide services to assist clients to apply for social security benefits or obtain legal counsel. General instruction on how to request accommodations with an employer is acceptable. Assist the client in creating a resource tool to use in the future including resources for each of these employment skills.

71. Orientation and Adjustment to Disability: Assist client in obtaining a fingerprint clearance card by assisting with appealing the decision to deny by the fingerprint clearance board.
    A: No, this is not covered under RIS.

72. Orientation and Adjustment to Disability: Teach deaf client to successfully advocate for themselves regarding accommodation needs in an employment setting.
    A: Teaching general advocacy skills is appropriate under RIS. However specific accommodations once the job is obtained is provided through DRES.

73. Orientation and Adjustment to Disability: Instruct client on setting up interpreters with employers for job interviews.
    A: No, this falls under Job Readiness/Job Development (DRES).

74. Orientation and Adjustment to Disability: Instruct deaf client on time management including being on time, planning for transportation, using an electronic calendar, using outlook and related time management skills related to employment.
    A: Yes, this is RIS - Orientation and Adjustment to Disability.

75. Orientation and Adjustment to Disability: The client needs to learn about community resource programs available. The client needs to learn about AZtedP and AZtap, and guide the client on setting up an appointment to learn more about what the program offers
    A: Yes, this is RIS - Orientation and Adjustment to Disability.

76. Orientation and Adjustment to Disability: For the client to successfully learn how to advocate for themselves in an employment setting including guidance on setting up an appointment with Ability 360. Please guide the client on registering for monthly workshops for self-advocacy or register for Arizona Education & Empowerment initiative class at Ability 360.
    A: Yes, this is RIS - Orientation and Adjustment to Disability.

77. Orientation and Adjustment to Disability: Guide the client by contacting CEPIN (Community Emergency Preparedness Information Network) on ACDHH Deaf Resources List on ACDHH Website. The client will need to schedule an appointment to learn appropriate steps, and tools/strategies. The client will need to learn the appropriate steps to take in an emergency while client is at work. The client will learn tools/strategies recommended by CEPIN, and document what accommodations the client will need to request from his employer for an emergency plan.
    A: Yes, this is RIS - Orientation and Adjustment to Disability.

78. Orientation and Adjustment to Disability: The client who is deaf will need instruction and guidance on how to navigate health insurance and doctors appointments around work schedule. This client has not mastered this soft skill due to the client's lost opportunities with incidental learning due to the severity of hearing loss. The client will need to learn how to use his health insurance card. Client usually relies on his parents to make his doctor's appointments. Discuss with parents and see if they agree that client learns to make an appointment himself and know how to communicate for himself with the employer and in healthcare appointments.
    A: Yes, this is RIS - Orientation and Adjustment to Disability.

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79. Orientation and Adjustment to Disability: The client needs the provider to teach the client on how to navigate AZ211 website and have the provider check the client's understanding of using AZ211. The client will need to learn how to use AZ211 website to understand what programs are available to the client in case of if they loses employment, or if their working hours are reduced. The client will be able to know how to find community programs that can assist with bills/food/rent/utilities.
    A: Yes, this is RIS - Orientation and Adjustment to Disability - providing instructions.

80. Orientation and Adjustment to Disability: The client will need to learn how to read their paycheck from their employer. Please teach the client on how to read a paycheck. The client needs to learn the deductions that are normal in a paycheck such as federal, state, social security, worker's comp, unemployment insurance, health care, 401K, and how the deductions would impact their paycheck. The client will need to understand what a pay period is, and how that would impact their earnings. The client will need to learn the difference of gross and net income. The client will need to understand what withholding allowance from their check means, and how to read/fill out a W4 form. Please practice reading and filling out a W-4 form with the client. Please practice soft skills of communication on how the client should communicate to their employer if the paycheck is incorrect.
    A: Yes, this is RIS - Orientation and Adjustment to Disability.

81. Orientation and Adjustment to Disability: Instruct the client to learn how to appropriately budget with his paycheck from his employer. Please teach client strategies on budgeting and savings. Please teach the client how to budget using their paycheck and social security check. The client will need to learn how to save for their own assistive technology equipment/maintenance toward their disability such as hearing aid care, batteries for equipment etc.
    A: Yes, this is RIS - Orientation and Adjustment to Disability.

82. Orientation and Mobility Training: Assistance with mobility skills, specifically obtaining a platinum pass through Valley Metro, to independently get to work. The client is developmentally disabled and unable to complete this process independently.
    A: Yes, this is RIS - Orientation and Mobility Training.

83. Orientation and Mobility Training: Assist client with obtaining a reduced fare ID with Valley Metro.
    A: Yes, this is RIS - Orientation and Mobility Training.

84. Orientation and Mobility Training: Teach the client organizational tools to assist him to get organized, plan and get ready on time for school or work. Please work with client also in how to use public transportation such as public transit, bus, dial-a-ride, etc.? Provider: learn different ways what will work for client to help be more prepare and organize for school or employment and feel comfortable traveling via public transit.
    A: Yes, this is RIS - Orientation and Mobility Training.

85. Orientation and Mobility Training: Assist a client in using a combination of her bike and bus to get to training program. This includes putting the bike on the bus and the route to get to training and home. It also includes bike safety such as helmet and traffic laws for bikes and pedestrians.
    A: Yes, this is RIS - Orientation and Mobility Training.

86. What are some examples of strategies for RIS?
    A: There is no set example. As a vendor, you will develop the strategies on an individual basis to enhance Client success towards employment.

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87. We need clarification on what services objectives are acceptable.

    A: Acceptable objectives are SMART Goal (Specific, Measurable, Achievable, Realistic and Time oriented).

88. In additional, what rights and privileges are we able to help the client advocate for?

    A: This is an instructional service. You will help the VR Client learn their rights. You do not advocate for the VR Client. If the VR Client needs an advocate, the Client Assistance Program (CAP) will provide this assistance.

89. Are we allowed to include our own separate notes in the PDF doc, along with the completed reporting forms?

    A: Yes. Please keep in mind that the State Exhibits still need to be completed. You may reference "see attached" where appropriate on the Exhibits.

90. When a referral posting is entered into dotStaff™ what information will be provided?

    A: In dotStaff™, we include the following details the VR Counselor submits on the MSP New Client Referral Form:

    a. Service Type: *Is this RIS Various or RIS DHH*
    b. Anticipated Units of Service: *Anticipated # of service hours that will be authorized*
    c. Anticipated Service Start Date:
    d. Anticipated Service End Date:
    e. Client Geography: *This is typically the crossroads of the VR Client, so you know what area of the city/county the VR Client resides in*
    f. Reasonable Client Travel Expectations:
    g. Client Disability and Barriers to Employment:
    h. Client Accommodations Needed (if applicable):
    i. Client Requests (if applicable):
    j. Desired Service Outcome(s):

    At time of referral, you will not see the VR Client Name, VR Counselor Name, or specific contact information/address of the VR Client. Once you are selected by the VR Client and the authorization has been received, you will receive the full MSP New Client Referral Form details (which includes the client name and contact information) within your clearance email.

91. How will we receive the new authorizations for those participants? Will they be in dotStaff™? Do you know when we should receive them by?

    A: New authorizations will be issued under the MSP Program, reflecting a 10/1/2020 start date. Your company will be loaded into LIBERA with your new approved rates once you have a fully executed MSA with Knowledge Services. Once loaded into LIBERA, the VR Counselor's will have the ability to amend/create new IPE's which is required prior to a new authorization being issued under the MSP Program. The MSP Program Team will email authorizations to your team (encrypted) as they are received/processed. When you submit the Vendor Information and Authorization Routing Form, you are designating who our team should be sending authorizations to. We recommend utilizing a distribution list if you would like multiple people to receive the authorizations.

92. Are we supposed to put the CSP 1 hour on the Monthly Progress Report calendar?

    A: No. The CSP Exhibit handles this.

93. Did you say that completing a Monthly Progress report is per VR Client or for all served that month?

    A: Vendor will complete a Monthly Progress Report per VR Client, per month.

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94. On the Monthly Progress Report, for each objective we would place multiple dates for each date worked on that objective- correct?
    A: Correct.

95. But we will have to add in the total amount of hours correct?
    A: Correct.

96. What if the CSP was at the end of the month that is all you did. Do you send an electronic Service Summary with just the CSP information?
    A: Yes, you would submit your completed CSP via the electronic Service Summary.

97. Are we to bill the CSP before we complete the MPR at the end of the month?
    A: If they are in the same month, please bill together.

98. When can we expect to get the sample documents?
    A: Sample documents have been loaded to the AZVRS MSP Vendor Portal.

99. For the VR Clients that are already working on these objectives, starting Oct 1, do we continue with what the current CSP objectives are or do we need to stop providing these services until we know more from RSA?
    A: Incumbent RIS Clients do not need to redo their CSP unless otherwise determined by VR Counselor and Vendor.

100. Can we use the new documents now?
    A: Please use the new Exhibits for services administered beginning October 1, 2020.

101. Just to clarify, regarding the report of misconduct, do you want a copy of the DES Unusual Incident Report we send the VRC to be submitted by copying KS on that email or do you want it submitted through dotStaff™?
    A: Please copy azvrs@knowledgeservices.com on the email communication.

102. How many vendors are there competing in Maricopa and Pinal Counties?
    A: All Vendors now have access to all counties.

103. Was our feedback on the documents taken into consideration or might the forms be updated later?
    A: All feedback was specifically discussed with RSA and both RSA and KS genuinely appreciate all feedback received. There are a ton of angles and considerations, including federal requirements, necessary to incorporate all changes.

104. Exhibit K – RIS Service Specifications: Section 1.1.1.2 – "Assisting the VR Client to learn alternative or compensatory strategies to complete activities that will enhance success in employment." Could I please get a few examples? I can only come up with a few, such as writing down work schedule. Would you please confirm if this is acceptable?
    A: Making a checklist, how to regulate time on a calendar, time management, scheduling appointments, emergency contract, contact list. Remember compensatory techniques or modifications are to remove what is considered a barrier to enhance successful employment. Writing down work schedule is acceptable.

105. Can we teach/instruct clients to fill out ADA Dial a Ride forms, and reduced as long as we don't take them?

A: Yes, you may teach/instruct the VR Client to fill out the form. Vendors are not to transport the VR Client. Transportation is not a part of the service.

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