



AZVRS MSP PROGRAM – SUPPORTED EDUCATION FREQUENTLY ASKED QUESTIONS (FAQ)

1. It can be challenging to get information from VR Clients. What if Vendors cannot provide supporting documentation for selections made on Exhibit R3 - Supported Education Checklist?
 - a. If Vendors cannot provide supporting documentation, please add date(s) recording when request(s) were made to receive supporting docs from VR Clients.What kind of documentation is RSA requesting to receive? What would suffice?
 - a. Documentation may include but is not limited to a letter of notice, award and/or denial, screenshot of application confirmation page, registration confirmation, and/or copy of agendas or other documents received.
2. When completing Exhibit R3 - Supported Education Checklist, some selections will not have supporting documentation to include (example: Orientation to school campus facility/facilities, Registration for campus or for on-line classes). Can Vendors create their own checklist and have the VR Client sign them for these types of items?
 - a. Exhibit R3 states attach applicable supporting documentation. If there is no applicable supporting documentation to attach, using the included checklist and required signature of Exhibit R3 will suffice. Please note applicable supporting documentation for Registration for campus or for on-line classes could be confirmation of registration.
3. On Exhibit R2 – Monthly Progress Report, would the total hours remaining section on the report include the whole authorization (Service Line A1 and Service Line A2 combined)?
 - a. Authorizations generated will have two specific service lines. One line will be for the State Fiscal Year 7/1-9/30, and the second line will be for the Federal Fiscal Year 10/1-6/30. Supported Education's go live is 10/1, so these authorizations will only be one service line on the authorization you will see. However, in the future there will be two service lines due to the State Fiscal Year and Federal Fiscal Year. As an example, Service line A1 will be 7/1-9/30 and there are 20 hours, and service line A2 will be 10/1-6/30 with 20 hours. Billing will be specific to the service line. Please do not consolidate all hours on the authorization. The hours authorized are specific to the service line that you are providing during that reporting month.
4. When should Exhibit R3 – Supported Education Checklist be submitted (with monthly Reporting Packets, as items are completed or when services will be closing)?
 - a. Checklist may be submitted within the monthly Reporting Packet or when services are completed.
5. Exhibit R1 - Supported Education Client Service Plan: Could RSA provide an example of an additional Specific Service Objective that could be referenced for Service Objective #8 and Service Objective #9?
 - a. Service Objective #8 and #9 could be any of the following:
 - i. Orientation to supported services (when comparable benefits have been identified) including online programs and services - tutoring, science, English/Math laboratories, computer laboratories, Writing Center, etc.
 - ii. Registration for on-line classes



- iii. Obtaining school ID
- iv. Orientation to the school library and library services
- v. Other objectives identified by the client

6. Will sample Exhibits be available for Supported Education?

- a. RSA approved samples have been loaded to the Supported Education Vendor Page to assist Vendors with how to complete each Exhibit. Please contact AZVRS@knowledgeservices.com if you'd like to review specific fields/Exhibits.