

Exhibit X

Community Education and Information Traumatic Brain Injury Services

Service Specifications

The following are requirements for all Vendors providing this service. The MSP shall ensure that these are met by each Vendor/Subcontractor as stipulated in section 6.11 of the contract. Failure to meet the service or performance standards may result in corrective action, up to and including suspension and or removal from the Managed Service Provider's Network of Subcontracted Vendors.

1.0 SERVICE DESCRIPTION

1.1 Community Education and Information Traumatic Brain Injury (TBI) Services provide educational and informational materials and experiences to persons with head injuries, their families, caregivers, service providers, community representatives, and others with an interest in traumatic brain injuries (collectively referred to as "target population"). The intent of this service is not to provide medical and/or clinical education or information. This service is to function as a vital link bringing people and services together and consists of:

1.1.1 Resource Facilitation Services to include the following:

1. Linking the target population with available and appropriate resources (e.g., educational information, agency/provider information, or county/State/Federal service information);
2. Assisting the target population to understand and navigate the systems of supports and services for persons living with brain injury and their families; and
3. Providing current and accurate information about living with brain injury through the use of multiple venues (e.g., walk-in services, toll-free telephone line, web access, e-mail, mail, fax, and social media).

1.1.2 Outreach Projects and Support Services for increasing exposure, awareness of, and connection with the Vendor to enhance its position as a continued presence for the target population to include:

1. Support Groups that include meetings of groups of people with common experiences and concerns of living with brain injury who provide emotional and moral support for one another;
2. Participating in community events related to living with brain injury such as educational programs (e.g., conferences, workshops, seminars) community fairs (e.g., health, school, disability), and/or military events; and
3. Providing presentation(s) concerning the Vendor's services to community service providers (e.g., hospitals, nursing homes, group homes, colleges, and other venues) and making available resources to increase awareness about the Vendor's organization and its services and supports.

1.1.3 Educational Conference Projects for educating the target population about the topics related to living with brain injury.

1.2 The Arizona Governor's Council on Spinal and Head Injuries (the "Council") was established by Statute to advise Rehabilitation Services Administration (RSA). It was established to enhance the health, safety, and quality of life for children and adults with traumatic spinal and/or brain injuries, and their families. Through the provision of these services, the Council assists the target population in understanding the effects of their injuries, how to survive and thrive through overcoming their limitations, and how to improve their health, safety, and quality of life. The Council and RSA fund these services through the Spinal and Head Injury Trust Fund, which is planned by the Council, administered by the Arizona Department of Economic Security (ADES), and approved by RSA through the Managed Service Provider, and subject to legislative appropriation.

1.3 This service is not intended to provide any other service not herein specified.

1.4 Definitions: Terms are defined in Exhibit C3.

Exhibit X

Community Education and Information Traumatic Brain Injury Services

Service Specifications

2.0 SERVICE REQUIREMENTS

The Vendor shall:

2.1 General Requirements

- 2.1.1 Provide all services in a manner that is culturally relevant and linguistically appropriate to the population to be served;
- 2.1.2 Communicate, either directly or through the assistance of professional services, in modes of communication accessible to those who have limited speaking ability (e.g., Deaf/Hard of Hearing through American Sign Language) or in the native language of the target population for whom English is not their primary language, and use all other appropriate and effective modes of communications used by the target population (e.g., Spanish language, American Sign Language, etc.).
- 2.1.3 If the Vendor does not have the capacity/capability to communicate directly, the Vendor shall utilize the assistance of professional interpreting services (e.g., Services to Deaf or Hard of Hearing require staff certified in ASL. Services to Deaf-Blind require staff certified in Tactile Sign Language, etc.).
- 2.1.4. Make reasonable accommodations under the Americans with Disabilities Act of 1990, as amended, to give people with disabilities an equal opportunity to benefit from programs, services, and activities; and
- 2.1.5 Comply with Arizona Revised Statute §41-3531 and §3532 as may be amended and Section 508 of the Rehabilitation Act of 1973, which requires that employees and members of the public shall have access to and use of information technology that is comparable to the access and use by employees and members of the public who are not individuals with disabilities.
- 2.1.6 Provide all services only after receiving written Agency Purchase 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.
- 2.1.7 Not provide services or make any changes to service level provision (e.g. increase or decrease of units of service) without notice of a written authorization from the MSP for the change at least three (3) business days prior to the expiration of the existing Agency Purchase Authorization. Authorizations from Council Staff or other ADES personnel are not valid.
- 2.1.8 Provide all facilities, equipment, materials, and supplies as necessary to provide services.

2.2 Service Provision - Provide services as follows:

2.2.1 Upon receipt of a written Agency Purchase Authorization and approval of the subject service from the Council through the MSP, provide the authorized Community Education and Information Service.

2.2.2 Resource Facilitating Services

1. Adhere to the following guidelines:

- a. Employ trained and qualified Resource Facilitators;
- b. Provide barrier-free, broad, confidential, and/or anonymous access to information based on the inquirers' need(s);
- c. Respond to each inquirer in a supportive, professional, nonjudgmental, culturally appropriate, and timely manner which facilitates individual choice, independent decision making, and utilization of natural supports and personal self-advocacy;
- d. Collect data from each inquirer through pertinent questions that elicit the necessary information to provide the individual with educational/informational materials about traumatic brain injury and/or referral to appropriate services to help them address and/or resolve their problems. Inquirer data (personal information) shall not be retained, but general, categorical data regarding inquiries may be tabulated;
- e. Function as the vital link bringing people and services together;
- f. Maintain accurate and confidential records of each inquiry;

Community Education and Information Traumatic Brain Injury Services

Service Specifications

- g. Use inquirers' information only for the purpose of fulfilling the services; do not release it to any other individual, agency, or organization. Confidential information and reports obtained from any source by any means under these Specifications shall never be shared;
 - h. Develop and maintain a confidentiality policy statement and establish procedures that restrict access to confidential inquirers' records and information;
 - i. Maintain a secure, computerized system for recording and organizing inquiries, inquirers' data, and related internal management information that facilitates appropriate referrals and that provides a basis for describing requests and the responses of the Resource Facilitators, to include date and time of receipt and response;
 - j. Maintain email correspondence on a secure server, organized by primary topic, as determined by the Council; and
 - k. Use satisfaction surveys to measure the quality and effectiveness of Resource Facilitation Services by identifying strengths and weaknesses of the service, staff training needs, and areas of the service and the resource database needing improvement and/or enhancement.
 2. Provide Resource Facilitation Services during regular business hours as follows:
 - a. Establish and maintain a physical office location which is accessible by public transportation, in conformity with the Americans with Disabilities Act (ADA), in order to provide Resource Facilitation Services;
 - b. Respond to inquiries within one (1) business day of receipt of an email/voicemail and respond via mail within three (3) business days of receipt of the mail correspondence;
 - c. Record and stamp all mail correspondence on the date of receipt;
 - d. Maintain email correspondence on a secure server and organized by primary topic, as determined by the Council; and
 - e. The service shall be available through the following avenues:
 1. Walk-in;
 2. Toll-free telephone line;
 3. Web access;
 4. Email;
 5. Mail via US postal services;
 6. Fax; and
 7. Social Media.
 3. Maintain a website that is available online twenty-four (24) hours, seven (7) days a week, except for periods of routine maintenance and repairs.
 - a. The website is the responsibility of the Vendor and shall be fully operational and accessible to the general public on the contract effective date.
 - b. Schedule no more than twelve (12) hours of downtime per State Fiscal Year.
 - c. Notify the Council through the MSP of the starting date and time and the duration periods of scheduled downtime at least five (5) business days prior to commencement of any period of scheduled downtime and;
 - d. Notify the Council Executive Director and the MSP immediately via email about unscheduled interruptions in website services, with an estimated time for restoration of services, and then when the services are restored.
 - e. The content maintained on the website shall be current and accurate and be fully in compliance with Section 508 of the Rehabilitation Act of 1973, as amended (29 USC 794d). The information on the website shall include, at minimum, the following:
 1. General information about the organization;

Exhibit X

Community Education and Information Traumatic Brain Injury Services

Service Specifications

2. E-mail access to the organization;
 3. A link to educational and informational materials available through the organization;
 4. A counter to calculate the number of visitors to the website; and
 5. A method to receive user feedback related to customer satisfaction.
4. Resource Database
- a. Maintain an up-to-date Resource Database that includes a listing of services and providers and other resources for the target population. At a minimum, the information on the items listed below shall be included:
 1. Adult Day Programs;
 2. Advocacy for Services and Community Information;
 3. Alternative and Complementary Medicine;
 4. Animal (PET) Therapy Programs;
 5. Arts & Music Therapy;
 6. Assistive Technology;
 7. Case Management and Service Coordination;
 8. Cognitive, Speech, Occupational and Physical Therapy;
 9. Counseling (e.g., orientation and adjustment to disability, individual and group services) and Psychologists;
 10. Crisis Intervention;
 11. Driving Evaluations and Re-Training;
 12. Educational resources and support, including disability resources for occupational and vocational training programs, junior colleges, colleges, and universities;
 13. Employment & Vocational Training;
 14. Family Resource and Support;
 15. Financial - Life Care and Special Needs Planning;
 16. Home Care Service;
 17. Home Health Care;
 18. Hospice services;
 19. Housing Assistance and Accessible Housing listings;
 20. Independent Living agencies and related Services;
 21. Legal Information;
 22. Library Resources;
 23. Medical Insurance and other medical assistance programs: Arizona Health Care Cost Containment System (AHCCCS), Arizona Long Term Care System (ALTCS), Medicare, Medicaid, etc.;
 24. Neurology Physicians;
 25. Neuropsychology and Evaluation;
 26. Neurosurgery Physicians;
 27. Personal Care Resources;
 28. Personal Attendant Care;
 29. Physical Medicine - Rehabilitation Physicians;
 30. Prescription Medicine Discount Programs;
 31. Professional services: lawyers, accountants, tax preparers, and other professionals who specialize in services to the Target Population;
 32. Providers of durable medical equipment;
 33. Psychiatrists;

Exhibit X

Community Education and Information Traumatic Brain Injury Services

Service Specifications

34. Recreational Therapy;
35. Rehabilitation Programs;
36. Residential Services;
37. Respite Care;
38. Service Animal Programs;
39. Skilled Nursing Facilities;
40. Social and Recreational Activities, including Sports;
41. Social Security and other financial assistance programs;
42. State and Federal Agencies;
43. Support Groups;
44. Transportation;
45. Vehicle and residential modification specialists;
46. Veteran and Military Services;
47. Vocational Rehabilitation programs;
48. Vision: Neuro-Ophthalmology and Optometry;
49. Wheelchair-related Resources; and
50. Links to other websites relevant to traumatic brain injury issues;

- b. Manage the Resource Database with trained and qualified staff;
- c. Establish, implement and maintain database management procedures to maintain an unbiased, accurate, up-to-date resource database of brain injury-related organizations and service providers that meet the inclusion criteria approved by the Council;
- d. Maintain inclusion and exclusion criteria as approved by the Council;
- e. Include standardized information for each resource (e.g., the name, address, phone and facsimile numbers, and website address of the organization, a summary description of the services provided by each organization, the locations (sites) where those services are available, hours of operation, contact information);
- f. Organize the information utilizing a simple, straightforward classification system/taxonomy to index and facilitate search and retrieval of resource information in accessible ways (e.g., by organization, site, program name, type of service available, geographic area served);
- g. Keep the database current, accurate, and with comprehensive information in the database through continual revision at intervals sufficiently frequent to ensure the accuracy of the information and the comprehensiveness of its contents;
- h. No less frequently than once a year, verify and update as required the information in the database according to written policy and procedures approved by the Council; and
- i. Use a secure, computerized system for collecting and organizing inquiry data and related internal management information that facilitates appropriate referrals and provides a basis for describing requests. Inquiry data shall not include any information which may be used to identify an individual person.

2.2.3. Outreach Projects and Support Services

1. Coordinate and facilitate Brain Injury Support Groups as follows:

- a. Recruit and/or identify facilitators for the groups, maintaining a list of the groups and their facilitators on the website;
- b. Provide coordination and support to regularly scheduled Brain Injury Support Groups attended by members of the target population to share information and advice on living with brain injuries;
- c. Assist in solving problems encountered by the participants as a consequence of traumatic brain injuries;

Exhibit X

Community Education and Information Traumatic Brain Injury Services

Service Specifications

- d. Post the meeting schedule at least ten (10) calendar days before the group start date at the office location and on the website with date, time, and location of meeting; and
 - e. Conduct the meeting(s) as scheduled.
2. Participate in Community Event Exhibitions or Conduct Presentations:
- a. Submit an Approval Request Form (Exhibit X1) for each Outreach Project to the Council through the MSP for review and approval no less than ten (10) business days prior to the scheduled start date of the Outreach Project. At a minimum, include the following:
 1. Outreach Project Title;
 2. Outreach Project Location;
 3. Date(s) of the Outreach Project;
 4. Facilitator (person conducting the outreach);
 5. Estimated number of attendees;
 6. Target population(s);
 7. Identify whether it is a presentation about the Brain Injury Association, a Community Event Exhibition (including the type); and
 8. Outreach Project Budget Summary Estimated Costs.
 - b. Participate in the event or conduct the presentation as approved and provide appropriate informational and educational materials to the attendees.
 - c. Changes to the Project shall be pre-approved by the Council through the MSP.

2.2.4 Educational Conference Projects

1. Submit an Approval Request Form (Exhibit X1) for each Educational Conference Project to the Council through the MSP for approval no less than twenty (20) business days prior to the service scheduled start date. At a minimum, include the following:
 - a. Educational Conference title;
 - b. Proposed date(s) for the Conference;
 - c. Potential location(s) that meet the requirements and the purpose of each event;
 - d. Recommended presenters (instructors, guest speakers, etc.);
 - e. Details of conference set-up, including means and methods of publicity, procedures for recruiting attendees, and the registration process;
 - f. Proposed ADA accommodations;
 - g. The agenda, including any handouts, materials or promotional items to be distributed;
 - h. Methods to be used to evaluate the participants' satisfaction; and
 - i. A cost proposal listing the Educational Conference Project costs and service deliverables if the delivery of the Project services will be made in stages.
2. Detailed projected budget worksheet to include information on any additional co-sponsors of the conference (e.g., an explanation of the need for co-sponsors; amount of sponsorship; acknowledgments required by the sponsors);
3. Information on recommended presenters, to include a concise biography, a statement of the session topic for each presenter, a short description of each session, and anticipated costs associated with their presentation, including fees, per diem, and travel costs;
4. Schedule, organize, and conduct the Educational Conference Project as approved by the Council through the MSP.
5. Submit an evaluation summary of the Conference to the Council through the MSP.
6. Changes to Educational Conference Projects shall be pre-approved by the Council through the MSP.

2.3 Service Provider (Vendor) Qualification Requirements

Exhibit X

Community Education and Information Traumatic Brain Injury Services

Service Specifications

- 2.3.1 Utilize employees or subcontractors who supervise the provision of services who meet the following criteria:
1. Hold a Master's Degree with documentation of one (1) year of experience providing similar services to the target population; or
 2. Hold a Bachelor's Degree with documentation of two (2) years' experience with the target population;
- 2.3.2 Employees or subcontractors who do not have the above qualifications, but who provide services under this Service Specification shall have a high school diploma or G.E.D and preferably have experience working with the target population. These individuals must be under the supervision of personnel who meet the criteria in 2.3.1 above.
- 2.3.3 Utilize guest speakers, instructors, presenters, etc. who are active in the fields associated with brain injuries (e.g., employed by businesses providing services to persons with traumatic brain injury, known professional advocates, etc.) and are recognized generally as being knowledgeable in the topics and subjects on which they speak.
- 2.3.4 Provide Sign Language and Foreign Language services through personnel who meet the qualifications listed in Exhibit C2.
- 2.4 Administrative Requirements
- 2.4.1 Establish and maintain a record for each service type provided that includes at a minimum:
1. The reports submitted to the Council through the MSP relevant to each service type provided and/or each event (e.g., each educational conference project, each support group, etc.); and
 2. Copies of RSA Agency Purchase Authorizations, reporting packets, support documentation for all costs incurred for the service provision, and any other pertinent documents applicable to the Service Specifications.
- 2.4.2 Have a Quality Management Plan in order to continuously monitor the delivery of services and to ensure that the service provision meets the target population's objectives to include the following:
1. Incident management, corrective action, and preventions;
 2. Complaints and grievances;
 3. Monitoring and evaluating the service provision;
 4. Routine monitoring of its employees and subcontractors to ensure the effectiveness of the service delivery; and
 5. Soliciting input from individuals who received these services to evaluate the effectiveness of the service provision by developing a satisfaction survey and providing a copy of the survey to those individuals.
- 2.4.3 Adhere to the Vendor Code of Conduct (Exhibit C).
- 2.4.4 Adhere to the requirements of the Rehabilitation Act and its implementing regulations 34 CFR 361.51 "Standards for facilities and providers of services."

3.0 VENDOR PERFORMANCE EVALUATION

- 3.1 Performance Standards: The Vendor shall meet the following minimum acceptable performance standards during the quarter:
- 3.1.1 **Performance Standard #1:** The Vendor shall submit proposals for Educational Conference Projects for ninety percent (90%) of the conferences no less than twenty (20) business days prior to the scheduled date of the conference.
- 3.1.2 **Performance Standard #2:** The Vendor shall submit no less than ninety percent (90%) of their initial Reporting Packets completely and accurately, as defined by the MSP, by the established timelines identified within these Service Specifications

Exhibit X

Community Education and Information Traumatic Brain Injury Services Service Specifications

3.2 The MSP and the Council will monitor and evaluate the Vendor's performance in achieving the service outcomes and compliance with the terms and conditions of these Specifications.

4.0 PAYMENT

4.1 The payment rates are all inclusive and include all costs associated with providing the services. The rates shall include, but not be limited to: salaries for personnel, employee related expenses, professional and outside services, travel, per diem and lodging; space costs for the facility and educational services; operating costs such as telephone, training of employees, subscriptions, memberships, meetings, insurance; materials and supplies; cost of publicizing, recruitment and distributing information about the services under these Service Specifications, preparation of materials; preparation of billings and reports; equipment purchases or rentals/leases; and all other costs associated with providing the services. RSA will not pay for these costs separately.

4.2 Resource Facilitation Services

1. The Payment Unit for Resource Facilitation Services is one (1) month, to include:
 - a. An internet website available twenty-four (24) hours a day, seven (7) days per week; and
 - b. Access to Resource Facilitation Services as described in 2.2.2.2

4.2.1 Outreach Projects and Support Services

1. The Payment Unit for a Support Group is one (1) hour or sixty (60) minutes of time spent in facilitating a support group meeting for the target population.
2. The Payment Unit for an Outreach Project is one (1) Outreach Project. A one-time payment in the amount stated in the cost proposal approved by the Council, which may be broken into deliverables stated in a cost proposal, will be made to the Vendor upon the Vendor's completion of the Outreach Project specified in the cost proposal and submission of all reporting requirements stated in Section 5.0 Reporting Requirements. Partial payments shall be included in the monthly Reporting Packet for the month in which the deliverable was completed.

4.2.2 Educational Conference Projects

1. The Payment Unit for each Educational Conference Project is one (1) Educational Conference Project. A one (1) time payment in the amount stated in the Approval Request Form (Exhibit X1) that has been approved by the Council, which may be broken into deliverables stated in the Educational Conference Project cost proposal, will be made to the Vendor upon the Vendor's completion of the Educational Conference Project specified in the Educational Conference Project cost proposal and submission through the MSP of all reporting requirements stated in Section 5.0 Reporting Requirements. Partial payments shall be included in the monthly Reporting Packet for the month in which the deliverable was completed.

4.3 Vendors are responsible for notifying RSA through the MSP when an interpreter is required and provide service only after an amended Purchase Authorization has been issued. Reimbursement for the use of interpreters for American Sign Language (ASL) or foreign language(s) shall be made at the actual expenses incurred and upon submission of verifying documentation with the invoice.

4.4 No charge for any service shall be accepted by or paid by RSA if submitted to RSA more than seventy-five (75) calendar days after the end of the reporting period (e.g., if services were provided during the

Exhibit X

Community Education and Information Traumatic Brain Injury Services Service Specifications

March reporting period, RSA will not accept a Reporting Packet submitted after June 14th).

5.0 REPORTING REQUIREMENTS

The Vendor shall report on service provision as follows:

- 5.1 Submit to the MSP completely and accurately as defined by the MSP one (1) PDF Reporting Packet through the MSP's program within fifteen (15) calendar days following the end of each calendar month in which CE&I Traumatic Brain Injury Services were provided.
- 5.1.1 The Reporting Packet shall include the following reports, as applicable, during the reporting period:
 - 1. For Resource Facilitation Services: Enter on the Monthly Service Report (Exhibit X2) the following information for the reporting month:
 - a. Number and type of inquiries via telephone, email, mail, social media contact, and walk-ins;
 - b. Summary of Resource Information provided;
 - c. Number of visits ("hits") to the website; and
 - d. A written summary of any customer satisfaction data obtained during the reporting period.
 - 2. For Support Groups: Enter on the Monthly Service Report (Exhibit X2) the number of Support Group Meetings and include a Sign-In Sheet (developed by the Contractor and approved by the Council) for each Support Group Meeting that is held, to include the name, date of service, location of the service, and the name of the person who provided the service (the Facilitator).
 - 3. For Community Event Exhibitions related to living with brain injury/Presentations: Enter on the Monthly Service Report (Exhibit X2) the number of Community Event Exhibitions/Presentations, and include a Sign-In Sheet, if possible, for each Community Event Exhibitions/Presentation that is held, to include the name, date(s) of service, location of the service, and the name of the person who provided the service (the Facilitator).
 - 4. For Educational Conference Projects: Enter on the Monthly Service Report (Exhibit X2) the title and number per Project(s) and submit a Sign-In Sheet for each Educational Conference Project, to include the name and type of event, date of the project, time of the project, location of the project, and the name of the person responsible for the project (the facilitator).
- 5.1.2 Incomplete or inaccurate Reporting Packets, report(s), or supporting document(s), will not be processed and will be returned to the Vendor. The Vendor will be responsible to submit a corrected request and/or a corrected reporting packet.
- 5.1.3 Reporting Packets submitted with multiple PDFs will not be processed and will be returned to the Vendor. The Vendor is responsible for submitting one (1) PDF Reporting Packet completely and accurately through the MSP's program.
- 5.2 Submit to the MSP as appropriate:
 - 5.2.1 Verification of the qualifications of staff or subcontractors, using Exhibit X3, Affirmation of Qualifications.
 - 5.2.2 Current Certificates of Insurance, no later than ten (10) days prior the expiration of the existing Certificate of Insurance.
- 5.3 Other Reports
 - 5.3.1 RSA reserves the right to require the Vendor to submit additional or revised reports related to the service provision and performance.

Exhibit X

Community Education and Information Traumatic Brain Injury Services

Service Specifications

- 5.3.2. Reporting requirements, methods, and/or formats (Exhibits, including Service Specifications) may be changed without amendment.
- 5.3.3 The Vendor will be notified in writing about any change in reporting forms through the Managed Service Provision Contractor.