



knowledge services

STATE OF ARIZONA
ARIZONA DEPT OF ECONOMIC SECURITY (ADES)
DIVISION OF AGING AND ADULT SERVICES (DAAS)
ADULT PROTECTIVE SERVICES (APS)
PSYCHOLOGICAL SERVICES MSP VENDOR PROGRAM TRAINING

February 2022

Agenda

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- Process Overview
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ADES Initiative Overview and Objectives

ADES Initiative Overview and Objectives

The State of Arizona Department of Economic Security's Division of Employment and Rehabilitation Services (DERS), Rehabilitation Services Administration (RSA) procured a contract for a Managed Service Provider (MSP) to provide various disability related services to ADES Clients. The ongoing implementation of WIOA has required Vocational Rehabilitation programs to think differently about how services are provided to ADES Clients and expand the capability to service individuals with the most significant disabilities.

ADES Initiative Overview and Objectives Cont.

Several methods of procurement were considered, and the concept of a Managed Service Provider (MSP) resonated as a solution that would help meet several key outcomes:

- Provide an option to have the continuous opportunity to add to the network of service providers in order to best service the needs of ADES Clients across the state.
- Provide transparency in the selection of service providers.
- Reduce administrative time researching and arranging for available service providers.
- Contract consolidation.

Knowledge Services Overview

About Knowledge Services

Serving those who serve others

- Founded in 1994 – Certified WBE
- Workforce Management Experts
 - Managed Service Provider (MSP)
 - Vendor Management System (VMS) – dotStaff™
- Proven MSP Program Expertise
 - MSP for State of Arizona, Colorado, Maine, Michigan, Mississippi, Missouri, Nevada, North Dakota, Rhode Island, Tennessee, Utah and Wisconsin.
 - 50 enterprise-wide programs in Government, Healthcare, Banking / Finance, Retail, Food Services, Entertainment
- Local Arizona Program Team
 - 15 team members servicing the AZVRS MSP Program



Definitions and Terminology

Industry Definitions

- As the **Managed Service Provider (MSP)**, Knowledge Services takes on primary responsibility for managing an organization's project service deliverables and vendors.
- dotStaff™ is Knowledge Services' **Vendor Management System (VMS)**, which is an internet-enabled project sourcing, milestone and invoicing application that enables us to procure and manage a wide range of projects and services in accordance with the organization's processes and rules.

DAAS/APS Definitions

- Arizona **Adult Protective Services (APS)** investigates reports of abuse, neglect, and exploitation of vulnerable adults. APS may also become involved when there is an allegation of self-neglect which is when an adult with physical or mental impairments is unable to meet their basic needs (such as food, shelter, health care, managing money, etc.), which then impacts the adult's physical health, mental health or general safety. The goal of APS is to prioritize an adult's right to make their own decisions while keeping them safe.
 - APS tries to support the vulnerable adults in their current home and to augment the skills they need to take care of themselves by completing referrals to community-based services who provide aid to assist with challenges the adult may be facing as well as help mitigate any risks or safety factors that may be present. However, APS must always balance the need to protect the safety of the vulnerable adult with the adult's right to make their own decisions.
 - The purpose of an APS investigation is to verify through personal contact, the vulnerable adult's physical and mental status, how they live, their support system (family and friends), and their strengths. The allegations of abuse, exploitation, or neglect (including self-neglect) are investigated, and a plan is created with the help of the vulnerable adult or the vulnerable adult's representative. Reports can be made online or by phone Monday-Friday 7:00 a.m. to 7:00 p.m. and Saturdays, Sundays and state holidays 10:00 a.m. to 6:00 p.m. The APS online reporting form is available twenty-four (24) hours a day, seven (7) days a week.

Terminology

- Guidesoft Inc., dba Knowledge Services
- MSP
- dotStaff™/VMS
- Posting/Bid
- Rates for Services (Local, Distant)
- Vendor: Representative/Personnel
- MSA
- DAAS MSP New Client Referral Form
- Electronic Service Summary
- Exhibit DAAS N – APS Psychological Services Service Specifications
- Exhibit DAAS N1 – Psychological Services APS Evaluation Report
- Exhibit DAAS N2 – Psychological Services APS Client Records Review Report
- Exhibit DAAS N3 – Psychological Services APS Affirmation of Qualifications
- Exhibit DAAS C – Vendor Code of Conduct

Process Overview

Vendor Community

Engaging the MSP

When to engage the MSP?

- New APS Psychological Services Requests
- Questions regarding Vendor(s)/Vendor Personnel
- Escalations
- Invoice and/or payment questions

How to engage the MSP?

- Call the MSP Program Team at (602) 698-0944
- Email the MSP Program Team at AZVRS@knowledgeservices.com



APS Receives Allegation

1. Reports are submitted online or by phone
2. Allegation is reviewed by the Central Intake Unit
3. If allegation meets APS qualifications, case is sent to the respective District/Field office:

APS District Boundaries



- **District 1 – Maricopa, Pinal, Gila, Graham and Greenlee County**
- **District 2 – Pima, Santa Cruz and Cochise County**
- **District 3 – Coconino, Navajo, Apache and Yavapai County**
- **District 4 – Mohave, La Paz and Yuma County**

APS Receives Allegation Cont.

4. APS case is given priority rating based on level of severity of allegation
 - **Priority 1:** Investigator responds within twenty-four (24) hours
 - This is considered the highest priority; it contains a qualifying problem with an imminent and substantial risk of life-threatening harm
 - **Priority 2:** Investigator responds within forty-eight (48) hours
 - This priority contains a qualifying problem with moderate aggravating circumstances
 - **Priority 3:** Investigator responds within five (5) business days
 - This priority contains a qualifying problem with mitigating, but no aggravating circumstances

APS Investigates Allegation

5. Investigator conducts interview with client to discuss the allegation(s)
6. Collateral Contact interviews may be conducted to assist with making determination of allegations
 - Collateral contacts may include neighbors, spouse, facility workers, etc.
7. At this time, medical records and/or a Psychological Evaluation may be requested by Investigator to determine vulnerability
8. If a Psychological Evaluation is requested, Investigator will staff case with APS Supervisor to determine the need.
9. APS Supervisor will notify Business Office for funding approval.

DAAS MSP New Client Referral Form Process

10. Once funding approval is received, APS Supervisor completes the DAAS MSP New Client Referral Form
 - APS Supervisor and Investigator will be listed on referral (Name, Phone Number, Email Address)
 - Please note: APS Supervisor is identifying for the MSP the # of approved units for the service, in addition to the approved dates of service.
 - If Vendor exceeds the # of approved units, the additional hour(s) will not be billable
 - If Vendor conducts evaluation outside of approved service dates, the evaluation will not be billable

MSP Coordination with Vendor Network

11. MSP Program Team receives referral and creates posting in dotStaff™
 - 1) Vendor(s) submit their confirmation of ability to provide services within 3 business days
 - 2) MSP provides list of confirmed Vendors to Supervisor and Investigator on the 3rd business day
 - 3) Supervisor and/or Investigator notify the MSP which vendor they would like to have conduct the evaluation

12. MSP sends clearance email to Vendor, Supervisor, and Investigator, clearing Vendor to provide Psychological Services
 - Once cleared through MSP, Vendor may request additional medical documentation directly from Investigator to assist with conducting Psych. Eval
 - Additional documentation should be sent from Investigator to Vendor (outside of the MSP)

Vendor Service and Invoicing Process

13. Vendor conducts Psychological Evaluation or APS Client Consultation Services
14. Vendor completes appropriate Exhibits for authorized service
15. Vendor submits Reporting Packet to MSP through electronic Service Summary
16. MSP Program Team reviews documentation to confirm complete and accurate
 - If corrections are required, MSP notifies Vendor and requests Vendor resubmits Reporting Packet with corrections
17. MSP generates invoice in dotStaff™ for complete and accurate Reporting Packet
18. MSP Program Team emails invoice and Reporting Packet to DAAS Receiving

Vendor Service and Invoicing Process

19. DAAS Receiving/Business Operations will send invoice and Reporting Packet to APS Program for Okay to Pay approval
20. APS Program to review invoice and Reporting Packet
21. APS Program to reply to Business Operations with Okay to Pay approval
22. DAAS remits payment to Knowledge Services
23. Knowledge Services remits payment to Vendor

Review of DAAS Reporting Documents

- Electronic Service Summary
- Exhibit DAAS N – APS Psychological Services Service Specifications
- Exhibit DAAS N1 – Psychological Services APS Evaluation Report
- Exhibit DAAS N2 – Psychological Services APS Client Records Review Report
- Exhibit DAAS N3 – Psychological Services APS Affirmation of Qualifications
- Exhibit DAAS C – Vendor Code of Conduct

Vendor Personnel Compliance

Vendor Personnel Compliance

Vendor Personnel Compliance Form

- One form to provide the following:
 - Central Registry
 - Fingerprint Clearance Card
 - E-Verify
 - Affirmation of Qualifications
- Vendors are responsible for all vetting of personnel and maintaining documentation
 - Documentation for Vendor personnel may be requested at any time by ADES or Knowledge Services
- When submitting the Vendor Personnel Compliance Form, please select *all* services the Vendor personnel will provide (example: RSA – Psychological Services *and* DAAS – Psychological Services)
- DAAS Psychological Services does not allow for “less technical” under the direction and supervisor of personnel who meet 2.4.3

Process for Adding New Personnel

1. Vendor completes [Vendor Personnel Compliance Form](#) found on the Interested Vendor Page
 - MSP Program Team provides submitted form to DERS Central Registry to complete background check
 - MSP conducts Fingerprint Clearance Card check
2. MSP Program Team emails DERS Central Registry Results to Vendor
3. MSP Program Team sends Clearance Email to Vendor, clearing Vendor Personnel to begin working with APS Client for DAAS Psychological Services

Vendor Performance Standards

Vendor Performance Standards

Performance Standard #1 (Acceptance Rate): At a minimum, eighty percent (80%) of the APS Clients referred for services shall be accepted by the Vendor;

Performance Standard #2 (Submission of Evaluation): The Vendor will issue complete and accurate Psychological Services APS Evaluation Reports for ninety percent (90%) of APS Clients for which authorizations are received; and

Performance Standard #3 (Reporting): At a minimum, ninety percent (90%) of the initial Reporting Packets submitted through the MSP's program will be complete and accurate as defined by the MSP.

Timeline Requirements

Process Timeline Requirements

- Vendors have three (3) business days to confirm their ability to provide services in dotStaff™
 - Pre-Identified and Non Pre-Identified (Open)
 - Once the dotStaff™ bid has been submitted, MSP Program Team will send the full MSP New Client Referral Form to the Vendor clearing Vendor to schedule the Psychological Services Evaluation
 - If applicable, Vendor to contact APS Investigator to obtain additional documentation prior to scheduling evaluation
- DAAS Psychological Services Reporting Packets are due to the MSP Program Team by the following:
 - Psychological Services APS Evaluation Report (Exhibit DAAS N1) within fifteen (15) calendar days after completion of the evaluation
 - Psychological Services APS Client Records Review Report (Exhibit DAAS N2) within seven (7) business days after completion of the APS Client Records Review.
- Vendors should not send the Reporting Packet or Supporting Documentation directly to DAAS or APS Investigator
- Once approved by the MSP Program Team, a milestone is entered into dotStaff™ which will generate an invoice
- Vendors can access dotStaff™ → Time/Projects → View Milestones to obtain updates on each invoice status

AZVRS Program Pages & Forms

Questions & Answers

Common Questions

- Where can I find the Exhibits to utilize within each Reporting Packet?
 - All DAAS Psychological Services *and* RSA Psychological Services Exhibits can be found on the [Psychological Services Vendor Page](#)
- How will I know if a posting is for an APS Client or a VR Client?
 - The dotStaff™ Posting Title will say either “APS” for DAAS or “RSA” for VR Clients

Contact Us

AZVRS@knowledgeservices.com

Samantha Villegas

Program Account Manager

SamanthaV@knowledgeservices.com

(602) 698-0944

Thank you.