

Exhibit Y

Blindness Training - VR Staff Orientation 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 This service is part of an Arizona Department of Economic Security (ADES) endeavor to promote inclusive and accessible services for persons with sensory disabilities. Services under this Service Specification include:
 - 1.1.1. Educational Workshops: Delivery of in-person classes, demonstrations, hands-on opportunities that enhance Vocational Rehabilitation (VR) Staff's competencies in providing services to persons with sensory disabilities.
 - 1.1.2. There are three (3) interlaced Educational Workshops which will encourage a more full grasp of the situation and needs of persons with sensory disabilities:
 1. Orientation to Blindness Awareness
 2. Vendor Staff Shadowing
 3. Immersion Experience
- 1.2 The three (3) blindness Educational Workshops are intended to be provided in sequence, but may be offered as stand-alone services or out of sequence as ADES determines the need.
- 1.3 The focus of this service is to provide day-long, eight (8) hour Educational Workshops which focus on orienting VR Staff to the unique challenges faced by VR Clients with sensory disabilities.
- 1.4 Services providing Educational Workshops must be approved by VR before being scheduled and provided.
- 1.5 This service is not intended to provide any other service not herein specified.
- 1.6 Definitions: Terms are defined in Exhibit C3.

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 for whom English is not their primary language and use all other appropriate and effective modes of communications used by VR Clients (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 the 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 the program, services, and activities;
 - 2.1.5 Provide all services only after receiving a 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.
- 2.2 Service Provision - Provide Services as follows:
- 2.2.1 Within ten (10) business days of receipt of a Service Request through the MSP, confirm to VR through the MSP acceptance of the request with available dates for one (1) or more of the Educational Workshops.
 - 2.2.2 Pre-approved curriculums may be modified, as needed, with approval by VR through the MSP.
 - 2.2.3 Educational Workshops shall include:
 - 1. Orientation to Blindness Awareness. The workshop consists of observation of Vendor Clients over a period of one (1) day, up to eight (8) hours, as they receive services from the Vendor's staff. At a minimum, the curriculum shall include:
 - a. A tour of the training center;
 - b. Direct interactions between VR Staff and Clients; and
 - c. A concluding debrief session conducted by the Vendor's training director, to include the rationale and methodology for providing services.
 - 2. Vendor Staff Shadowing. The workshop consists of close observation of Vendor Staff over a period of two (2) days, up to sixteen (16) hours, as they perform services for VR Clients with sensory disabilities. At a minimum, the curriculum shall include:
 - a. A tour of the training center, if applicable;
 - b. Assignment of each VR Staff to a Vendor Staff member who is providing services to a VR Client;
 - c. Attendance by VR Staff to various sessions conducted by the Vendor Staff member (s) during which they can observe and interact with VR Clients and the Vendor Staff member; and
 - d. A concluding debrief session to allow VR Staff to reflect on their experiences and ask questions about what they have observed.
 - 3. Immersion Experience. The workshop consists of exercises over a period of one (1) day, up to eight (8) hours, which simulate the experience of a VR Client receiving services. At a minimum, the curriculum shall include:
 - a. A tour of the training center, if applicable;
 - b. Participation in a variety of classes and sessions as if they are a VR Client, including simulation experiences, as applicable;
 - c. A concluding debrief session to allow VR Staff to reflect on their experiences and ask questions about what they have observed.
 - 2.2.4. Educational Workshop Delivery
 - 1. Contact VR within seven (7) business days after receipt of an assignment from the MSP to confirm the scheduled Workshop(s), date(s), location(s), and attending VR Staff.
 - 2. For each Workshop provided, utilize the Educational Workshop Sign-In Sheet (Exhibit Y2) to document attendees of the Workshop.
- 2.3 Service Provider (Vendor) Qualification Requirements
- 2.3.1. Utilize only personnel or subcontractor(s) who meet the following documented criteria:
 - 1. A minimum of one (1) year documented experience in:

- a. Planning, organizing, and conducting educational workshops or training sessions; and
 - b. Working and communicating with people living with blindness/vision impairment or with dual blindness/vision impairment deafness/hearing impairment.
2. 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, to include at minimum, the following:
 1. Service Request Information;
 2. Agency Purchase Authorizations authorizing services;
 3. Blindness Training - VR Staff Orientation Educational Workshop Report (Exhibit Y1);
 4. Blindness Training - VR Staff Orientation Educational Workshop Sign-In Sheet (Exhibit Y2);
 5. Invoices and supporting documentation for all costs incurred for the service provision; and
 6. 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 provided to include the following:
 1. Incident management, corrective action, and preventions;
 2. Complaints and grievances;
 3. Monitoring and evaluating the quality of the service provision; and
 4. Routine monitoring of its personnel and subcontractors to ensure the effectiveness of the services.

3.0 VENDOR PERFORMANCE EVALUATION

- 3.1 Service Outcomes.
 - 3.1.1 VR Staff in Educational Workshops shall demonstrate their successful learning of the process of service delivery to VR Clients with sensory disabilities.
- 3.2 Performance Standards: The Vendor shall meet the following minimum acceptable performance standards during the quarter:
 - 3.2.1 **Performance Standard #1:** At a minimum, no less than ninety percent (90%) of the Educational Workshop(s) shall be scheduled within the agreed upon timeframes;
 - 3.2.2 **Performance Standard #2:** At a minimum, no less than ninety percent (90%) of the Educational Workshop(s) shall be conducted within the agreed upon timeframe;
 1. VR Staff who drop out due to personal reasons (e.g., VR or RSA Staff schedule change(s), VR Staff is no longer with RSA, illness, or other personal reasons) will not be counted towards this Performance Standard;
 - 3.2.3 **Performance Standard #3:** 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.
- 3.3 The MSP and ADES/RSA will analyze the Vendor's performance in achieving the overall minimum acceptance standards.

4.0 PAYMENTS

- 4.1 Payment rates are all-inclusive, which means they include the Vendor's staff time, administrative costs, research, report preparation, travel time and mileage, time lost due to VR Staff missed appointment ("no shows"), and any other costs associated with service provision. RSA will not pay for these costs separately.

- 4.2 Educational Workshops:
 - 4.2.1 Orientation to Blindness Awareness: The Payment Unit is one (1) completed Educational Workshop for Orientation to Blindness Awareness, as authorized within the Agency Purchase Authorization.
 - 4.2.2 Vendor Staff Shadowing: The Payment Unit is one (1) hour for a completed Educational Workshop for Vendor Staff Shadowing, as authorized within the Agency Purchase Authorization.
 - 4.2.3 Immersion Experience: The Payment Unit is one (1) completed Educational Workshop for Immersion Experience, as authorized within the Agency Purchase Authorization.
- 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 October through August reporting periods (e.g., if services were provided during the March reporting period, RSA will not accept a Reporting Packet submitted after June 14th). In order to comply with Federal regulations (2 CFR §200), no charge for any service shall be accepted or paid by RSA for the September reporting period if submitted to RSA more than forty-five (45) calendar days after the end of the reporting period.

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 website for each individual Educational Workshop within fifteen (15) calendar days following the end of each calendar month in which Blindness Training - VR Staff Orientation services are provided.
 - 5.1.1 The Reporting Packet shall include the following report(s), as applicable, during a reporting period:
 - 1. Blindness Training - VR Staff Orientation Educational Workshop Report (Exhibit Y1)
 - 2. Blindness Training - VR Staff Orientation Educational Workshop Sign-In Sheet (Exhibit Y2)
 - 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 resubmit 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 Y3, Affirmation of Qualifications.
 - 5.2.2 Formal written notification within five (5) business days of issuance of any actions from any of the applicable licensing and regulatory boards or agencies in the State, which may result in disciplinary action taken on their current licensure.
 - 5.2.3 Current Certificates of Insurance, no later than ten (10) days following the expiration of the existing Certificate of Insurance.
 - 5.2.4 Notification of the loss of or damage to equipment or property in writing, with an explanation of the circumstances of the loss or damage, within three (3) business days following the occurrence.
- 5.3 Other Reports
 - 5.3.1 RSA reserves the right to require that the Vendor submit additional or revised reports related to the service provision and performance.

- 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.

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