

Exhibit AC

Small Business Consultation 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 Small Business Consultation Services provides VR Clients support to explore and assess their readiness for self-employment, providing recommendations regarding feasibility of the VR Clients' proposed business concept, and provide assistance with business plan development and its implementation.
- 1.1.2 Small Business Consultation Services consists of:
 - 1. Self-Employment Assessment;
 - 2. Business Plan Development;
 - 3. Business Plan Consultation;
 - 4. Business Plan Implementation Follow-Up Consultation; and
 - 5. RSA Staff Consultation Services.
- 1.2 Eligibility for individuals to receive this service is determined by the designated VR Counselor.
 - a. Referrals for this service are based on the VR Client's individual service needs and informed choice in conjunction with their VR Counselor.
 - b. VR Client must already or plan to own, control, and manage, at a minimum, fifty-one percent (51%) of the business.
- 1.3 Small Business Consultation Services does not include training in any areas of business plan development (e.g., financial, managerial, marketing, business operations, etc.) or support for self-employment businesses that are illegal by federal or state laws (e.g., dispensaries and/or production, items that are speculative in nature or considered high-risk such as multi-level marketing, investment schemes, stocks, authorship, or an online marketing funnel, etc.).
- 1.4 This service is not intended to provide any other service not herein specified.
- 1.5 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

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through American Sign Language) or in the native language of VR Clients for whom English is not their primary language and use all other appropriate and effective modes of communication 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 Disability Act of 1990, as amended, to give people with disabilities an equal opportunity to benefit from programs, services, and activities; and
- 2.1.5 Provide all services only after receiving a written 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.
- 2.1.6 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 RSA Purchase Authorization. Authorizations from the VR Counselor or other ADES personnel are not valid.
- 2.2 Service Provision – Provide services as follows:
 - 2.2.1 Review and be familiar with the referral information and disability-related needs submitted by the referring VR Counselor prior to the initial meeting with the VR Client.
 - 2.2.2 Client Service Plan Development
 - 1. Schedule a meeting with the VR Client, the referring VR Counselor, and if applicable, the VR Client's Guardian/Representative within seven (7) business days after receipt of an assignment from the MSP for Client Service Plan development.
 - a. The meeting shall be face-to-face or by video conference and include the Vendor, VR Counselor, VR Client, and if applicable, the VR Client's Guardian/Representative to determine whether the services and the Vendor are appropriate for the VR Client.
 - b. The Client Service Plan meeting shall not exceed one (1) hour, unless previously authorized by VR Counselor.
 - c. Develop and agree upon the services the VR Client will receive; and
 - d. Complete the Client Service Plan (Exhibit AC1) form.
 - 2.2.3 Self-Employment Assessment
 - 1. Schedule a face-to-face or video conference Self-Employment Assessment meeting within seven (7) business days after completion of the Client Service Plan.
 - a. Conduct the Self-Employment Assessment to assess the VR Client's self-employment strengths and challenges.
 - b. The Self-Employment Assessment Report (Exhibit AC2) shall include:

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- 1) The completed Proposed Business Concept Overview, which assesses and explores the full range of business development and planning issues, the VR Client's strengths, challenges related to business acumen towards achieving their employment goal in a self-employment work setting;
 - 2) The suitability of the VR Client's self-employment work setting in relation to their business acumen, strengths and challenges; and
 - 3) Recommendations concerning the VR Client's need for further research, employment training, community resources, and/or steps necessary for the VR Client to develop an appropriate business plan.
- c. The Self-Employment Assessment meeting may be authorized up to but not to exceed five (5) hours.
2. Schedule and conduct the Self-Employment Post Assessment Consultation Meeting to discuss the results of the assessment within ten (10) business days of completing the Self-Employment Assessment (Exhibit AC2).
 - a. The meeting shall be face-to-face or by video conference and include the Vendor, VR Counselor, VR Client, and if applicable, the VR Client's Guardian/Representative to discuss the VR Client's potential readiness for success in a self-employment work setting, and recommendations concerning the VR Client's need for further research, employment training, community resources, and/or steps necessary for the development of an appropriate business plan.
 - b. The Self-Employment Post Assessment Consultation Meeting will be utilized to identify the VR Client's service needs and will determine whether Business Plan Development or Business Plan Consultation services will be authorized.
 - c. Complete the Post Assessment Consultation Report (Exhibit AC3).

2.2.4 Business Plan Development, if applicable

1. Schedule a face-to-face or video conference with the VR Client and if applicable, the VR Client's Guardian/Representative within seven (7) business days of completion of the Self-Employment Post Assessment Consultation Meeting to initiate the development of the VR Client's business plan.
2. If agreed to by the VR Client, referring VR Counselor and Vendor at time of Client Service Plan:
 - a. Assist the VR Client with writing and developing their business plan, which includes but is not limited to: conducting research, compiling business terminology for writing, completing financial calculations, etc.
 - b. Provide guidance and instruction to the VR Client to complete tasks identified for creating their business plan;

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- c. Review and collaboratively complete the Business Plan (Exhibit AC5) to document the VR Client's business plan, indicating the business plan is ready for VR Counselor approval; and
- d. Collaboratively assist the VR Client with preparing to present their business plan to the VR Supervisor.

3. Business Plan Development may be authorized up to but not to exceed twenty (20) hours.

2.2.5 Business Plan Consultation, if applicable

- 1. Schedule a face-to-face or video conference with the VR Client and if applicable, the VR Client's Guardian/Representative within seven (7) business days of completion of the Self-Employment Assessment Post Consultation Meeting to initiate assistance with the VR Client's business plan.
 - a. Review and collaboratively complete the VR Client's Business Plan (Exhibit AC5);
 - b. Review and collaboratively provide guidance to develop the VR Client's proposed business plan, to include the VR Client's strengths, challenges, and provide recommendations for improvement;
 - c. Collaboratively assist the VR Client with preparing to present their business plan to the VR Supervisor; and
 - d. Complete the Business Plan (Exhibit AC5) to indicate the VR Client's business plan is ready to be presented to the VR Supervisor.
- 2. Business Plan Consultation may be authorized up to but not to exceed ten (10) hours.

2.2.6 Business Plan Implementation and Follow-Up Consultation

- 1. Schedule a meeting with the VR Client, the referring VR Counselor, and if applicable, the VR Client's Guardian/Representative within seven (7) business days after the VR Client's VR Supervisor meeting to initiate the approved business plan's implementation and follow-up consultation services.
- 2. Conduct Business Plan Implementation and Follow-Up Consultation services that includes, but is not limited to:
 - a. Discussing and providing guidance to the VR Client and VR Counselor regarding overcoming challenges experienced as it relates to implementing the VR Client's business plan.
- 3. Business Plan Implementation and Follow-Up Consultation may be authorized up to but not to exceed five (5) hours.

2.2.7 RSA Staff Consultation Services

- 1. Within seven (7) business days after receipt of an assignment from the MSP and receiving the proposed business concept overview and/or business plan from the VR Counselor for RSA Staff Consultation Services:
 - a. Conduct a preliminary review of the proposed business concept overview and/or business plan;

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- b. Complete RSA Staff Consultation Services - Business Concept Overview and/or Business Plan Review (Exhibit AC6) to summarize the findings related to the proposed business concept overview and/or the business plan's strengths, deficiencies, and areas of improvement.
 2. Within seven (7) business days after receipt of an assignment from the MSP and receiving the business plan from the VR Counselor for RSA Staff Consultation Services:
 - a. Conduct a second-level review of a business plan;
 - b. Complete RSA Staff Consultation Services - Business Concept Overview and/or Business Plan Review (Exhibit AC6) to summarize the findings related to the business plan's strengths, deficiencies, and areas of improvement.
 3. The Vendor shall NOT:
 - a. Make decisions for or on behalf of VR Personnel or imply to any degree or in any fashion that the results of the review of the business concept overview and/or business plan represent an official decision;
 - b. Provide RSA Staff Consultation Services directly to VR Clients under this service; or
 - c. Provide RSA Staff Consultation Services on a business concept overview and/or business plan the Service Provider collaborated with the VR Client to write.
- 2.2.8 Notify the referring VR Counselor and the MSP:
 1. Through email documentation within one (1) business day when two (2) attempts to contact the VR Client have been unsuccessful or the VR Client fails to actively participate in services on a consistent basis.
 2. Through email documentation within one (1) business day if the VR Client is encountering serious difficulties and problems that interfere with successful completion of the service.
- 2.2.9 Obtain the VR Counselor's approval in the form of a new or an amended RSA Purchase Authorization from the MSP prior to making any changes to the level of service provision (e.g., increase or decrease of units of service), and at least three (3) business days prior to the expiration of the RSA Purchase Authorization. Verbal authorizations are not valid.
- 2.2.10 If the VR Client's agreed upon service changes during the service provision, revise the Client Service Plan (Exhibit AC1), include the date of revision, and obtain the VR Counselor's and VR Client's approval of the revision.
- 2.2.11 Hold meetings with the VR Counselor and the VR Client, as needed, to discuss the VR Client's progress toward the achievement of the established service objective(s) and/or acquired skills.
- 2.3 Service Provider (Vendor) Qualification Requirements
 - 2.3.1 Utilize personnel or subcontractors who supervise the services, provide classroom instruction, and approve admission and progress reports who meet the following documented criteria:
 1. Demonstrate knowledge and competence by evidence of documented training and/or work experience, in the following areas, as appropriate:

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- a. Disabilities Awareness and understanding of the experiences, strengths, communication styles, and support needs of individuals with disabilities;
 - b. Factors that influence access to, participation in, and success in competitive integrated employment for individuals with disabilities, including systemic, environmental, communication, transportation, support, and workplace-related considerations;
 - c. Strategies necessary for achieving successful, long-term employment outcomes for individuals with disabilities and how these strategies will lead to improved employment outcomes;
 - d. Practices for teaching, supporting, and reinforcing workplace skills needed for long-term success in competitive integrated employment; and
2. Hold a Bachelor's degree in Business, Finance, Management, Marketing, or a related field with documentation of two (2) years full-time employment in providing consultation to individuals and/or agencies concerning the development of and management of a small business enterprise and one (1) year working with individuals with disabilities.
 3. Hold a high school diploma or G.E.D with documentation of five (5) years full-time employment in providing consultation to individuals and/or agencies concerning the development of and management of a small business enterprise and two (2) year working with individuals with disabilities.
- 2.3.2 Personnel who do not have the above qualifications, but who provide direct services under this Service Specification shall have a high school diploma or G.E.D and three (3) years full-time employment in providing consultation to individuals and/or agencies concerning the development of and management of a small business enterprise and three (3) years working with individuals with disabilities. These individuals must be under the direction and supervision of personnel who meet the criteria in 2.3.1 above.
- 2.3.3 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 VR Client case file that includes:
1. Assignment of service(s) to the VR Client, including referral information;
 2. RSA Purchase Authorization(s);
 3. RSA Agency Purchase Authorization(s);
 4. Small Business Consultation Services Client Service Plan (Exhibit AC1);
 5. Small Business Consultation Services Self-Employment Assessment (Exhibit AC2);
 6. Small Business Consultation Services Self-Employment Post Assessment Consultation (Exhibit AC3);
 7. Small Business Consultation Services Monthly Progress Report (Exhibit AC4);

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8. Small Business Consultation Services Business Plan (Exhibit AC5);
 9. Small Business Consultation Services RSA Staff Consultation Services - Business Concept Overview and/or Business Plan Review (Exhibit AC6);
 10. Small Business Consultation Services Service Closure Report (Exhibit AC7);
 11. A record of the Vendor's personnel time spent providing service; and
 12. Other documents relevant to the service provision.
- 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 VR Clients' objectives to include the following:
1. Incident management, corrective action and prevention;
 2. Complaints and grievances;
 3. Monitoring and evaluating the service provision, e.g., measurement of outcomes as it relates to the VR Clients' objectives, and the improvement of the quality of services; and
 4. Routine monitoring of its personnel and subcontractors to ensure the effectiveness of the relationship between clients and direct service personnel.
- 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 Service Outcome: The VR Client created a business plan, presented the business plan to the VR Supervisor and received approval from the VR Supervisor to implement the business plan.
- 3.2 Performance Standards. The Vendor shall meet the following minimum acceptable performance standards during the quarter:
- 3.2.1 **Performance Standard #1 - Acceptance Rate:** At a minimum, eighty percent (80%) of the VR Clients referred for services shall be accepted by the Vendor;
- 3.2.2 **Performance Standard #2 - Completion Rate:** At a minimum, ninety percent (90%) of VR Client Business Plans created through Business Plan Consultation or Business Plan Development and presented to the VR Supervisor will result in a recommended approval by the VR Supervisor.
1. VR Clients who drop out of the program due to their dissatisfaction with the quality of the Vendor's service provision will be counted towards this Performance Standard.
 2. VR Clients who drop out due to personal reasons, other than dissatisfaction with the Vendor's service provision (e.g., medical reasons, incarceration, closure by VR Counselor, or other reasons that cannot be attributed to the quality of the Vendor's service provision, etc.) will not be counted towards this Performance Standard.

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3.2.3 **Performance Standard #3 - Reporting:** 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 progress in achieving the overall minimum acceptable service standards.

3.4 Information for evaluating the Vendor's effectiveness and performance will be gathered from the MSP, Vendor's monthly reports, and the RSA case management System of Record.

3.5 The results of the data analysis may be shared with VR Clients and VR Counselors as part of informed choice in selecting the services among available Vendors.

4.0 PAYMENT

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 Client missed appointments ("no shows"), and any other costs associated with the service provision. RSA will not pay for these costs separately with exception to when there is a "no show" at the initial Client Service Plan meeting by either two (2) of the three (3) required parties, the VR Counselor or VR Client.

4.2 The Payment Unit is one (1) hour, which equals sixty (60) minutes of actual time spent providing Small Business Consultation Services activities for one (1) VR Client. A partial hour may be billed in increments of a quarter of an hour (15 minutes). The Vendor may round the total time spent with the VR Client to the nearest quarter of an hour (15 minutes). Example: 22 hours and 15 minutes = 22.25 hours; 22 hours and 19 minutes = 22.25 hours; 22 hours and 26 minutes = 22.5 hours; 22 hours and 30 minutes = 22.5 hours; 22 hours and 45 minutes = 22.75 hours.

4.3 The Vendor shall bill only for time spent conducting and/or providing a Self-Employment Assessment, Self-Employment Post Assessment Consultation, Business Plan Development, Business Plan Consultation, and/or Business Plan Implementation Follow-Up Consultation that last longer than fifteen (15) minutes:

4.3.1 With VR Clients face-to-face, by video conference, or by phone calls; or

4.3.2 With VR Counselors face-to-face, by video conference, or by phone calls to discuss specific issues pertaining to VR Clients.

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- 4.4 The Vendor shall bill only for time spent completing RSA Staff Consultation Services that last longer than fifteen (15) minutes.
- 4.4.1 If requested, Consultation Meeting: The Vendor shall bill only for time spent conducting the Consultation Meeting with the VR Counselor face-to-face, by video conference, or by phone call that lasts longer than fifteen (15) minutes.
- 4.5 Multiple Small Business Consultation Services service activities, as specified above, that are provided during a single date of service that lasts less than fifteen (15) minutes may not be combined. Example: Same date of service - one (1) phone call with the VR Client to discuss service provision, lasting five (5) minutes and one (1) phone call with the VR Counselor to discuss challenges the VR Client is encountering, lasting ten (10) minutes cannot be combined.
- 4.6 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.
- 4.7 No charge for any service shall be accepted by or paid by RSA more than seventy-five (75) calendar days after the end of the reporting period (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 program for each individual VR Client within fifteen (15) calendar days following the end of each calendar month in which Small Business Consultation Services were provided.
- 5.1.1 The Reporting Packet shall include the following reports, as applicable, for each VR Client who received this service during a reporting period:
 - 1. Small Business Consultation Services Client Service Plan (Exhibit AC1);
 - 2. Small Business Consultation Services Self-Employment Assessment (Exhibit AC2);

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3. Small Business Consultation Services Self-Employment Post Assessment Consultation (Exhibit AC3);
 4. Small Business Consultation Services Monthly Progress Report (Exhibit AC4);
 5. Small Business Consultation Services Business Plan (Exhibit AC5);
 6. Small Business Consultation Services RSA Staff Consultation Services - Business Concept Overview and/or Business Plan Review (Exhibit AC6);
 7. Small Business Consultation Services Service Closure Report (Exhibit AC7) within thirty (30) days after service closure for any reason.
- 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.
1. The Vendor is responsible for resubmitting a corrected Reporting Packet within five (5) business days of notification from the MSP.
- 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 for each individual VR Client.
- 5.2 Submit to the MSP as appropriate:
- 5.2.1 Verification of the qualifications of staff or subcontractors, using Exhibit AC8, 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 where the VR Client is residing 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.
- 5.3 Submit to the MSP and the referring VR Counselor:
- 5.3.1 A notification of any unusual incident verbally within one (1) business day of the occurrence, followed by a thorough written report of the unusual incident within three (3) business days of the occurrence. Unusual incidents include, but are not limited to:
1. Death of a VR Client;
 2. Alleged neglect, abuse, mistreatment or exploitation of a VR Client (by anyone);
 3. Disappearance of a VR Client. The Vendor shall report a missing VR Client to law enforcement officials and the VR Counselor as soon as the Vendor suspects that the VR Client may be missing;
 4. Any suicide attempt(s) by the VR Client;
 5. Sexual abuse against a VR Client, including consensual sexual activity;
 6. Inappropriate sexual behavior towards or by a VR Client;

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7. Any threat to the physical or emotional well-being of an individual or Vendor's staff member by a VR Client; and
 8. Any unexplained VR Client absence.
- 5.3.2 Notification of the loss of or damage to State purchased equipment or property in writing, with an explanation of the circumstances of the loss or damage, within three (3) business days following the occurrence.
- 5.4 Other Reports:
- 5.4.1 RSA reserves the right to require that the Vendor submit additional or revised reports related to the service provision and performance.
 - 5.4.2 Reporting requirements, methods and/or formats (Exhibits, including Service Specifications) may be changed without amendment.
 - 5.4.3 The Vendor will be notified in writing about any change in reporting forms through the Managed Service Provision Contractor.