

**Community Education and Information
Support and Consultation on Traumatic Brain Injury and Traumatic Spinal Cord 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 (CE&I) Support and Consultation on Traumatic Brain Injury (TBI) and Traumatic Spinal Cord Injury (SCI) Services provide community education through workshops, conferences, educational programs, in addition to community information through educational material and curricula on Traumatic Brain Injury and/or Traumatic Spinal Cord Injury. 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 Community-Based Events: a planned public occasion as approved by the Council, which includes:

1. Community education session/program;
2. Workshop;
3. Public conference;
4. One (1) or more forums; and/or
5. One (1) or more meetings.

1.1.2 Educational Programs (in-person, virtual, or hybrid), which includes:

1. Curriculum/program design and production, which includes but not limited to:
 - a. Researching and documenting content for curricula concerning TBI and/or SCI related topics;
 - b. Designing and developing curricula for topics identified by the Council, which may include coordinating in person, virtual or hybrid sessions with the Council and/or persons with traumatic brain injury and/or traumatic spinal cord injury, family members, care givers, and service providers;
 - c. Developing and producing educational and instructional materials to support the curriculum.
2. Curriculum/program implementation, including evaluation of the effectiveness of the curriculum/program, which includes but not limited to:
 - a. Designing, planning, coordinating, and conducting community education programs through which the curriculum is delivered, in person, virtually, or hybrid, to include submission of documentation to the Council and arranging for sign language and foreign language interpretation as required.

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- b. Provide an evaluation of the effectiveness of the curriculum/program for evaluating single and multi-presenter community education programs through which the curriculum is delivered, in person, virtually, or hybrid, to include submission of documentation to the Council.

1.1.3 Consultation of Council-Related Meetings and/or Events, which includes:

- 1. Support for Council-Related meetings and events which include, but is not limited to:
 - a. Planning, facilitating, coordinating, conducting and/or evaluating Council-Related meetings and/or events.
- 2. Assistance with Council strategic planning which includes, but is not limited to:
 - a. Reviewing, updating, and/or facilitating discussions among members of the Council to update and prepare the Council's strategic plans.
- 3. Assistance with grant applications, which include, but is not limited to:
 - a. Assisting the Council in the preparation and submission of grant applications; and
 - b. Assistance with and participation in meetings with grant partners.
- 4. Assistance with grant-related activities, which includes but is not limited to:
 - a. Planning, preparation of materials, preparation of grant reports, preparation of tracking documents, tracking, and/or assistance to the Council in management of grant-related activities.

1.2 The Arizona Governor's Council on Spinal and Head Injuries (the Council) was established by Statute to advise the 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 funds these services through the Spinal and Head Injury Trust Fund (SHIF), 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.

2.0 SERVICE REQUIREMENTS

The Vendor shall:

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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 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 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 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.
- 2.1.7 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 Community-Based Events:

- 1. Within ten (10) business days of receipt of a Service Request through the MSP, complete the provided Project Cost Proposal (Exhibit AA1) from the Council through the MSP for the Council review and approval.
- 2. The Project Cost Proposal (Exhibit AA1) will include:

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- a. Provided by the Council:
 - 1) Project Name;
 - 2) Anticipated Project Start Date;
 - 3) Anticipated Project Completion Date;
 - 4) Description of work to be completed;
- b. Provided by the Vendor:
 - 1) Position Title(s);
 - 2) Hourly Rate(s);
 - 3) Anticipated Hours; and
 - 4) Not to exceed total project cost.
- 3. Once the Project Cost Proposal is approved by the Executive Director of the Council, a new or amended Agency Purchase Authorization will be issued through the MSP, clearing the vendor to begin the following activities:
 - a. Conduct appropriate research, as needed;
 - b. Create an event plan that outlines the tasks, activities, deliverables, timeframes, and resource requirements, along with the strategy(ies) for hosting the event, if applicable;
 - 1) The event plan may or may not be one of the deliverables for the Project Cost Proposal, as approved by the Council.
 - c. Coordinate as needed and document meetings to develop the agenda, identifying the requirements of the event, creating and tracking the event plan, if applicable;
 - d. Identify the desired results and evaluation methodology specified in the Project Cost Proposal, if applicable;
 - e. Identify a location that meets the requirements of the event, if applicable;
 - 1) Coordinate all arrangements with the site prior to and the day of the event.
 - f. Identify and securing presenter(s) and/or staff needed for the event (e.g., registration, room monitors, other support and administrative staff, etc.), if applicable;
 - g. Coordinate all necessary presenters' arrangements (e.g., travel, lodging, honoraria, etc.), if applicable;
 - h. Develop evaluation forms and/or surveys to measure the success of the event, if applicable;
 - i. Design, produce (hard copy and electronic), and/or disseminate promotional materials (e.g., "save the date" cards/notices, event brochures, etc.) for the event, if applicable.
 - 1) At a minimum, a "save the date" notice for an event shall include the name of the event, date(s), location, and contact information for more information; and

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- 2) At a minimum, an event brochure shall include the name of the event, date(s), location, registration information, who should attend, event/program overview, and contact information.
 4. Implementing the approved event may include, but is not limited to, any or all of the following activities:
 - a. Managing the set-up for the event at the determined location, including audio-visual equipment, if applicable;
 - b. Designing, producing (hard copy and electronic), and/or disseminating promotional materials (e.g., "save the date" notice, event brochures, etc.) for the event, if applicable.
 - 1) At a minimum, a "save the date" notice for an event shall include the name of the event, date(s), location, and contact information for more information.
 - 2) At a minimum, an event brochure shall include; name of the event, date(s), location, registration information, who should attend, event overview and tentative program, registration information and contact information.
 - c. Coordinating Service Provider (Vendor) staff assignments for the event and overseeing Service Provider (Vendor) staff during the event, including arranging for sign language and foreign language interpretation as required, if applicable;
 - d. Arranging for all audio-visual equipment required for the in-person or hybrid event, if applicable;
 - e. Producing and/or making available for distribution event material, including at a minimum, name tags, event folders, event program, evaluation forms, and other materials needed for the event or project, if applicable;
 - f. Governing how the event is conducted to ensure that the agenda is followed smoothly, if applicable.
 - g. Overseeing the post-event activities, including clean-up and restoring the facility to its original condition, if applicable; and
 - h. Providing post-event evaluation by disseminating and collecting participant evaluations or surveys for project(s) or event(s), which includes:
 - 1) Entering and summarizing data; and
 - 2) Preparing and submitting evaluation summary(ies) of the event.
 5. Changes to Community-Based Events shall be pre-approved by the Council through the MSP.
- 2.2.2 Educational Programs:**
1. Within ten (10) business days of receipt of a Service Request through the MSP, complete the provided Project Cost Proposal (Exhibit AA1) from the Council through the MSP for the Council review and approval.

Exhibit AA

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2. The Project Cost Proposal (Exhibit AA1) will include:
 - a. Provided by the Council:
 - 1) Project Name;
 - 2) Anticipated Project Start Date;
 - 3) Anticipated Project Completion Date;
 - 4) Description of work to be completed;
 - b. Provided by the Vendor:
 - 1) Position Title(s);
 - 2) Hourly Rate(s);
 - 3) Anticipated Hours; and
 - 4) Not to exceed total project cost.
 3. Once the Project Cost Proposal is approved, a new or amended Agency Purchase Authorization will be issued through the MSP, clearing the vendor to begin to prepare, and/or research, and/or design, and/or develop, and/or implement the service activities.
 4. The Vendor shall submit any proposed curriculum modifications through the MSP for the Council's review a minimum of ten (10) business days prior to the anticipated implementation of revised curricula.
 5. Changes to Educational Programs shall be pre-approved by the Council through the MSP.
- 2.2.3 Consultation of Council-Related Meetings and/or Events
1. Within ten (10) business days of receipt of a Service Request through the MSP, complete the provided Project Cost Proposal (Exhibit AA1) from the Council through the MSP for the Council review and approval.
 2. The Project Cost Proposal (Exhibit AA1) will include:
 - a. Provided by the Council:
 - 1) Project Name;
 - 2) Anticipated Project Start Date;
 - 3) Anticipated Project Completion Date;
 - 4) Description of work to be completed;
 - b. Provided by the Vendor:
 - 1) Position Title(s);
 - 2) Hourly Rate(s);
 - 3) Anticipated Hours; and
 - 4) Not to exceed total project cost.
 3. Once the Project Cost Proposal is approved, a new or amended Agency Purchase Authorization will be issued through the MSP, clearing the vendor to begin to prepare, and/or research, and/or design, and/or develop, and/or implement the service activities.

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4. Changes to the agreed upon Consultation of Council-Related Meetings and/or Events shall be pre-approved by the Council through the MSP.

2.3 Service Provider (Vendor) Qualification Requirements

- 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 providing similar services to 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 traumatic brain injuries and/or traumatic spinal cord injury (e.g., employed by businesses providing services to persons with traumatic brain injury and/or traumatic spinal cord 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 of 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; 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; and

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- 4. Routine monitoring of its personnel and subcontractors to ensure the effectiveness of the service delivery.
- 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 no less than ninety percent (90%) of the completed Project Cost Proposals (Exhibit AA1) within ten (10) business days of receipt of a Service Request through the MSP;
 - 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.
- 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 Community-Based Events
 - 1. The Payment Unit is one (1) hour, which equals sixty (60) minutes of actual time spent to prepare, and/or research, and/or design, and/or develop, and/or implement authorized Community-Based Events.

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2. The Vendor shall bill only for time spent to prepare, and/or research, and/or design, and/or develop, and/or implement Community-Based Events that lasts longer than fifteen (15) minutes.
3. A partial hour may be billed in increments of a quarter of an hour (15 minutes). The Vendor may round the total time spent 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.

4.2.1 Educational Programs

1. The Payment Unit is one (1) hour, which equals sixty (60) minutes of actual time spent to prepare, and/or research, and/or design, and/or develop, and/or implement authorized Educational Programs.
2. The Vendor shall bill only for time spent to prepare, and/or research, and/or design, and/or develop, and/or implement Educational Programs that lasts longer than fifteen (15) minutes.
3. A partial hour may be billed in increments of a quarter of an hour (15 minutes). The Vendor may round the total time spent 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.

4.2.2 Consultation for Council-Related Meetings and/or Events

1. The Payment Unit is one (1) hour, which equals sixty (60) minutes of actual time spent to prepare, and/or research, and/or design, and/or develop, and/or implement authorized Consultation for Council-Related Meetings and/or Events.
2. The Vendor shall bill only for time spent to prepare, and/or research, and/or design, and/or develop, and/or implement Consultation for Council-Related Meetings and/or Events that lasts longer than fifteen (15) minutes.
3. A partial hour may be billed in increments of a quarter of an hour (15 minutes). The Vendor may round the total time spent 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 Vendors are responsible for notifying RSA through the MSP when an interpreter is required and provide service only after an amended Agency Purchase Authorization has been issued. Reimbursement for the use of interpreters for American Sign Language (ASL) or foreign

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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 program within fifteen (15) calendar days following the end of each calendar month in which CE&I Support and Consultation on Traumatic Brain Injury and Traumatic Spinal Cord Injury Services were provided.
- 5.1.1 The Reporting Packet shall include the following reports, as applicable, during the reporting period:
1. For Community-Based Events:
 - a. Project Cost Proposal (Exhibit AA1); and
 - b. Activity Report(s) for Community-Based Events (Exhibit AA2A).
 2. For Educational Programs:
 - a. Project Cost Proposal (Exhibit AA1); and
 - b. Activity Report(s) for Educational Programs (Exhibit AA2B).
 3. For Consultation for Council-Related Meetings and/or Events:
 - a. Project Cost Proposal (Exhibit AA1); and
 - b. Activity Report(s) for Council-Related Meetings and/or Events (Exhibit AA2C).
- 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:

Exhibit AA

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- 5.2.1 Verification of the qualifications of staff or subcontractors, using Exhibit AA3, Affirmation of Qualifications.
- 5.2.2 Current Certificates of Insurance, no later than ten (10) days prior to 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.
 - 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.