

**Customized Employment 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 Customized Employment Services are an individualized, person-centered service that identifies the VR Client's strengths, abilities, interests, support needs, and workplace preferences and uses this information to develop employment opportunities that meet both the VR Client's goals and the employer's unmet needs.
 - 1.1.1 Customized Employment Services are used when job negotiation, task customization, or alternative employment arrangements are necessary to achieve competitive integrated employment, consistent with Employment First.
 - 1.1.2 Customized Employment Services are carried out through:
 - 1. Discovery: Identifying the VR Client's strengths, interests, abilities, support needs, workplace preferences, and potential contributions through observation, conversation, and participation in everyday community settings.
 - 2. Job Development Planning: Using information gathered through Discovery to identify employment themes, potential employers, possible job tasks, and an action plan to guide employer engagement.
 - 3. Job Development and Negotiation: Engaging employers to understand business needs and identify opportunities where the VR Client's strengths, skills, and contributions align with employer's unmet needs. During Job Development and Negotiation, collaborate with employers to customize job duties, schedule, supports, supervision, performance expectations, and worksite conditions.
 - 4. Job Placement: Finalizing the VR Client's competitive integrated employment outcome, including job details, wages, schedule, job duties, supports, benefits review, and projected job coaching needs.
 - 5. Job Coaching and Stabilization: Providing individualized job coaching, including systematic instruction, to support the VR Client in learning job duties, building independence, developing natural supports, and maintaining employment stability.
 - 6. Transition to Extended Services and/or Supports: Coordinating transition to extended services and/or supports to ensure extended services, ongoing workplace supports and/or natural supports, or both are in place to support long-term employment after Customized Employment Services end.

Exhibit AB

Customized Employment Services

Service Specifications

- 1.2 Eligibility for Customized Employment Services is determined by the designated VR Counselor based on the VR Client's individualized needs, informed choice, and employment goal.
- 1.2.1 Customized Employment may be considered when one (1) or more of the following indicators are present:
 - 1. The VR Client requires individualized job negotiation, task customization, or necessary alternative employment arrangements to achieve competitive integrated employment, consistent with Employment First;
 - 2. Existing job descriptions do not align with the VR Client's strengths, abilities, interests, support needs, or workplace preferences;
 - 3. Traditional job development has not resulted in a viable employment outcome; and/or
 - 4. The VR Client needs a more individualized employment approach that requires coordinated planning across systems and/or ongoing supports beyond initial placement into an existing position.
- 1.3 Customized Employment Services shall align with Employment First, the shared belief that everyone can work in competitive integrated employment with the right supports.
- 1.3.1. Customized Employment Services must focus on identifying the VR Client's strengths, abilities, interests, support needs, and workplace preferences rather than testing limitations.
 - 1. Service delivery must reinforce the expectation that VR Clients can work, contribute, and grow in the labor force when provided with the right supports.
- 1.4 This service is not intended to provide any other service not herein specified.
- 1.5 Definitions: Terms are defined in the Customized Employment Services Definitions, Exhibit AB1.

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 Use instructional techniques and resources with respect to cultural, gender, and lifestyle differences.
 - 2.1.3 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 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.).

Exhibit AB

Customized Employment Services

Service Specifications

- 2.1.4 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.).
- 2.1.5 Make reasonable accommodations under the Americans with Disability Act of 1990, as amended, to give people with disabilities an equal opportunity to benefit from program services and activities; and
- 2.1.6 Provide all services only after receiving a written authorization from the Rehabilitation Services Administration (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 seven (7) business days prior to the expiration of the existing RSA Purchase Authorization. Authorizations from the VR Counselor or other ADES personnel are not valid.
- 2.1.8 Notify the referring VR Counselor and the MSP:
 - 1. Through email documentation within one (1) business day when there are any changes to service delivery (e.g., turnover and/or reassignment, etc.), revision(s) to the Client Service Plan, etc.
 - 2. Through email documentation within one (1) business day of any significant changes (e.g., changes in communication, mental health, stamina, change in attendance, new support needs that may affect VR Client success/safety/stability, etc.) in the VR Client's performance or support needs.
 - 3. Through email documentation within one (1) business day when the VR Client fails to participate in services, and one (1) unsuccessful attempt has been made to contact the VR Client.
 - 4. Through email documentation within one (1) business day if the VR Client is encountering serious difficulties, challenges encountered, and/or problems that interfere with the successful completion of the agreed-upon services.
- 2.1.9 Schedule at least two (2) phone calls or virtual/ in-person meetings per month with the VR Client, VR Counselor, and the VR Client's Customized Employment Team, to discuss the VR Client's progress and to address barriers and needed adjustments to maintain alignment with the VR Client's goal(s).
 - 1. The Vendor shall discuss completed appendices related to the current phase of service with the VR Counselor and Customized Employment Team during the phone calls, or virtual/in-person meetings, as applicable. This ensures the team has timely access to relevant Discovery, Job Development Planning, Job Development and Negotiation, Job Placement,

Exhibit AB

Customized Employment Services

Service Specifications

Job Coaching and Stabilization, or Transition to Extended Services and/or Supports information needed to support planning and decision-making.

- 2.1.10 Provide Customized Employment Services with an active caseload that supports timely, individualized, and high-quality service delivery.
- 2.2 Service Provision – Provide services as follows:
- 2.2.1 Review and be familiar with the referral information and disability-related information submitted by the referring VR Counselor prior to the initial meeting with the VR Client, VR Counselor, and the VR Client's Customized Employment Team.
1. Identify the VR Client's Customized Employment team based on individuals involved in the VR Client's life and employment planning. The team must include:
 - a. VR Client;
 - b. VR Counselor;
 - c. VR Client's Guardian/Representative, if applicable;
 - d. Individual(s) who lives with the VR Client or who has direct daily interactions in their living environment;
 - e. Other trusted individual(s) identified by the VR Client;
 - f. When the VR Client is connected to other service systems, the team shall also include, as applicable:
 - 1) Division of Developmental Disabilities (DDD) Support Coordinator and DDD Employment Service Specialist;
 - 2) Behavioral Health Provider or Case Manager;
 - 3) Secondary or Post Secondary schools; and/or
 - 4) Tribal Vocational Rehabilitation (TVR) Specialist.
 2. If necessary, gather additional information from the VR Counselor and the VR Client's Customized Employment Team to prepare for the Client Service Plan Meeting.
 3. Prior to scheduling the initial meeting, introduce yourself and your role, verify the VR Client's awareness of the MSP New Client Referral Form submission, address any initial questions and/or concerns, confirm their preferred communication method(s), and set a positive tone for building trust and rapport.
- 2.2.2 Schedule the Client Service Plan with the VR Client, the referring VR Counselor, and the VR Client's Customized Employment Team within fourteen (14) business days after receipt of an assignment from the MSP.
1. The meeting shall be face-to-face or by video conference and include the Vendor, VR Counselor, VR Client, and the VR Client's Customized Employment Team. If contact cannot be established within fourteen (14) business days, notify the VR Counselor and the MSP through email documentation, to provide details of the efforts made to reach the VR Client.

Exhibit AB

Customized Employment Services

Service Specifications

2. At a minimum, at least two (2) separate communication attempts must be made (Example: One (1) phone call and one (1) email communication on the same date counts as one (1) communication attempt).
- 2.2.3 During the Client Service Plan Meeting, facilitate a collaborative, person-centered approach that includes:
 1. Introduction to Customized Employment Services, including review of the Customized Employment Experience Orientation video, if not previously viewed;
 2. Overview of Customized Employment Services, timelines, and expected outcomes;
 3. Initial discussion of the potential impact of employment wages on disability benefits;
 4. Clear definitions of the roles, expectations, and time commitments for the VR Client and each Customized Employment Team Member;
 5. Identification of immediate support needs and next steps to initiate Discovery;
 6. Review of potential ongoing job coaching needs and Extended Services and/or Supports; and
 7. Confirmation of the VR Client's decision to move forward with Customized Employment Services.
- 2.2.4 Review and confirm the agreed upon services documented on the Client Service Plan (Exhibit AB3) form.
 1. If the VR Client's agreed upon services change during service provision, revise the Client Service Plan (Exhibit AB3), include the date of revision, and obtain approval from the VR Counselor's and VR Client.
- 2.2.5 The Vendor shall initiate Discovery activities within ten (10) business days following completion of the Client Service Plan (Exhibit AB3).
 1. Discovery includes both direct service and service coordination activities.
 2. A minimum of fifty percent (50%) of the authorized Discovery hours must be delivered as client-facing Discovery activities, unless otherwise approved by the VR Counselor.
 3. Discovery shall be conducted as an individualized activity that identifies the VR Client's strengths, interests, abilities, support needs, workplace preferences, and potential contributions through observation, conversation, and participation in everyday community settings (e.g., home, community, and work-based environment).
 4. Discovery shall focus on identifying patterns across activities rather than isolated skills or one-time performance and shall identify employment themes, ideal work conditions, potential job duties, and strategies for employer engagement.
 5. The Vendor shall use a variety of methods to gather information, which may include, but are not limited to:

Customized Employment Services

Service Specifications

- a. VR Client Interviews: Conduct a one-on-one (1:1) interview with the VR Client to learn about their background, current living situation, environment, support network, interests, and hobbies from their own perspective.
- b. Interviews with Key Individuals: Conduct interviews (e.g., with VR Client's family members, friends, teachers, etc.) to gain insight into the VR Client's strengths, interests, abilities, support needs, and personality traits from those who know them well.
- c. Home Visit(s): Conduct visits to the VR Client's home or another location identified by the VR Client to better understand daily routines, supports, and environment(s).
- d. Community and Neighborhood Observations: Conduct a survey or observation of the VR Client's neighborhood or local community to identify transportation options, safety considerations, local businesses/employers, and other environmental factors that may impact employment
- e. Community and Work Exploration: Engage the VR Client in hands-on activities in community and work environments to explore their strengths, interests, abilities, support needs, work preferences, and potential employment opportunities.
 - 1) Work Experiences: Facilitate community-based or work-related activities that allow the VR Client to demonstrate skills, build confidence, and inform employment planning through observation in community work settings.
 - 2) Job Shadowing: Arrange opportunities for the VR Client to observe jobs in various roles or industries allowing the VR Client to gain firsthand insight into daily work activities, required skills, workplace culture, and job specific demands to help refine their employment preferences.
 - 3) Benefits Planning: Discuss the potential impact of work on benefits and strategies, addressing concerns with the VR Client and the VR Client's Customized Employment Team. If additional support is needed, refer the VR Client to a Disability Benefits Counselor for further guidance and support.
 - 4) Disability Disclosure: Engage in discussion with the VR Client about disability disclosure to support informed decision-making based on the VR Client's preferences.
6. The Vendor shall complete the Customized Employment Services Discovery Monthly Progress Report (Exhibit AB4) to document the monthly Discovery service provision.

2.2.6 Job Development Planning

1. Within twenty-five (25) business days of completing Discovery, the Vendor shall facilitate the Job Development Planning Meeting, which marks the transition from Discovery to Job Development, ensuring alignment of roles and responsibilities, expectations, service delivery, and next steps between the VR Counselor, VR Client, and VR Client's Customized Employment Team.
2. During the Job Development Planning Meeting, the Vendor shall:

Customized Employment Services

Service Specifications

- a. Review and confirm key findings from Discovery, including strengths, interests, abilities, support needs, workplace preferences, potential contributions, and identified employment themes;
- b. Identify and refine the VR Client's possible job duties that can be used to guide employer engagement;
- c. Identify potential employers aligned with the VR Client's employment themes;
- d. Identify employer engagement strategies (e.g., research, preparation, outreach, relationship building, presentation, proposal, and negotiation); and
- e. Create an action plan to guide Job Development and Negotiation between the VR Client, VR Counselor, and VR Client's Customized Employment Team on the Employment Profile (Exhibit AB5).

3. The Vendor shall:

- a. Develop a comprehensive, person-centered Employment Profile (Exhibit AB5) that summarizes information gathered during Discovery, based on observation, conversation, and participation in everyday community settings.
- b. Utilize the following employer engagement strategies while creating the VR Client's Action Plan section within the Employment Profile (Exhibit AB5) to effectively create customized employment opportunities for the VR Client:
 - 1) Research: To gather information about potential employers to understand their business needs, culture, and opportunities for Customized Employment Services;
 - 2) Preparation: To develop customized proposals that align the VR Client's strengths and skills with the business needs of potential employers;
 - 3) Contact: To initiate contact with potential employers to introduce the concept of Customized Employment Services and arrange further discussions;
 - 4) Build Relationships: To establish rapport with potential employers and understand their unmet business needs more deeply through ongoing communication and engagement;
 - 5) Present: To effectively communicate the VR Client's strengths and the benefits of Customized Employment to potential employers;
 - 6) Propose: To present specific job tasks and roles that are customized to fit both the employer's business needs and the VR Client's abilities; and
 - 7) Negotiate: To negotiate the terms of employment, ensuring that the VR Client's needs are met while addressing the employer's expectations.
- c. Complete the Employment Profile (Exhibit AB5) which shall:
 - 1) Identify patterns of the VR Client's strengths, interests, abilities, support needs, workplace preferences, and potential contributions;
 - 2) Identify employment themes, potential job duties, and employment opportunities;

Customized Employment Services

Service Specifications

- 3) Describe ideal work conditions (e.g., work schedule, environment, transportation, etc.);
- 4) Include information related to the VR Client's goals (e.g., financial goals, benefit considerations, learning preferences, Assistive Technology needs, etc.);
- 5) Support development of employer engagement strategies; and
- 6) Create an action plan to guide Job Development and Negotiation between the VR Client, VR Counselor, and VR Client's Customized Employment Team.

2.2.7 Job Development and Negotiation

1. Within five (5) business days of completing the Job Development Planning meeting, the Vendor shall begin outreach to potential employers aligned with the VR Client's strengths, interests, abilities, support needs, workplace preferences, environmental preferences, and employment themes.
2. Job Development shall focus on building relationships with employers, educating about Customized Employment Services and workplace supports and accommodations under the Americans with Disabilities Act of 1990 (ADA), engaging employers to understand business needs, and identifying opportunities where the VR Client's strengths, skills, and contributions align with employers unmet needs.
3. During Job Development, the Vendor shall use the following strategies to identify opportunities and develop tailored employment options that include but are not limited to:
 - a. Conduct informational interviews with the employer;
 - b. Conduct worksite assessments, tours, and job task observations to understand business needs, routines, and workplace culture;
 - c. Identify unmet business needs and duties that can be customized;
 - d. Represent the VR Client by presenting their skills, abilities, contributions, and Visual Resume, when applicable;
 - e. Facilitate working interviews or short term, unpaid work experience, when appropriate;
 - f. Build relationships with employers through ongoing communication and engagement; and
 - g. Develop a sequence of job duties and essential functions that align with business needs and the VR Clients' abilities.
4. Job Negotiation shall occur as part of employer engagement and shall include collaboration with the employer to:
 - a. Customize job duties based on identified unmet business needs;
 - b. Establish wages, schedule, work conditions, and location;
 - c. Identify supervision, performance expectations, and workplace supports; and
 - d. Identify and utilize supports within the workplace.
5. The Vendor shall complete the Customized Employment Job Development and Negotiation Monthly Progress Report (Exhibit AB6) to document service provision.

Exhibit AB

Customized Employment Services Service Specifications

2.2.8 Job Placement

1. Once the VR Client secures competitive integrated employment, the Vendor shall notify the VR Client, if applicable, VR Counselor, the VR Client's Customized Employment Team and complete the Job Placement Report (Exhibit AB7).
2. Once competitive integrated employment is secured, the Vendor shall:
 - a. Review key details of the position with the VR Client, including job duties, schedule, wages, workplace expectations, and supports;
 - b. Confirm workplace supports, accommodations, and natural supports needed for a successful start;
 - c. Confirm the transportation plan, including how the VR Client will travel to and from work, alignment with the work schedule, and any backup arrangements;
 - d. Identify projected job coaching needs and areas of focus to support transition into employment;
 - e. Support the VR Client in understanding the impact of wages and benefits by using the Arizona Disability Benefits 101 (DB101) website or by connecting with a qualified Benefits Counselor, as appropriate; and
 - f. Prepare the VR Client for the first day of work, including expectations, routines, and workplace communication.

2.2.9 Job Coaching and Stabilization

1. Job Coaching and Stabilization supports the VR Client to learn job duties, build independence, develop natural supports, and maintain employment stability.
2. Job Coaching and Stabilization activities may include, but are not limited to:
 - a. Supporting the VR Client in learning and performing job duties;
 - b. Providing supplemental training in coordination with employer-provided training;
 - c. Using systematic instruction to teach job duties by breaking down tasks into clear steps, identifying needed supports, and using tools (e.g., task analysis, job aids, checklists, sequence forms, etc.) to support skill(s) development;
 - d. Reinforcing workplace expectations (e.g., communication, attendance, time management, work pace, etc.);
 - e. Observing performance and monitoring progress toward independence;
 - f. Identifying and coordinating accommodations with the employer and VR Counselor;
 - g. Providing on-site follow-up and addressing emerging support needs;
 - h. Renegotiating duties, responsibilities, promotions, wage increases, or supports, as needed to maintain employment stability; and
 - i. Developing and implementing a fade plan.
3. The Vendor shall:

Customized Employment Services

Service Specifications

- a. Provide individualized job coaching at the worksite, at another agreed upon location, or remotely (e.g., video conference or phone call) to support the VR Client in learning and performing job duties to meet workplace expectations;
 - b. Provide regular monitoring to assess employment stability and coordinate supports or services, as needed, to maintain employment;
 - c. Document job coaching activities, progress, level of support, and stabilization efforts on the Customized Employment Job Coaching and Stabilization Monthly Progress Report (Exhibit AB8).
4. The VR Client is considered stabilized when the following criteria is met:
- a. The VR Client is employed in competitive integrated employment and performing job duties at a level consistent with their strengths, preferences, and supports;
 - b. Work hours align with the VR Client's preferences identified in the Employment Profile (Exhibit AB5);
 - c. Benefits have been reviewed or appropriate referral(s) have been made;
 - d. Workplace supports and accommodations are in place;
 - e. Job coaching has faded to a consistent planned frequency based on the VR Client's needs, supported by extended services and/or ongoing workplace supports and/or natural supports; and
 - f. Ongoing Customized Employment Services are no longer needed to maintain employment stability.
5. The Vendor shall participate, in coordination with the VR Counselor and the VR Client's Customized Employment Team, to support the transition to an extended services provider and/or ongoing workplace supports and/or natural supports.

2.2.10 Transition to Extended Services and/or Supports

1. The Vendor shall:
 - a. Coordinate and facilitate a meeting for Transition to Extended Services and/or Supports with the VR Client, VR Counselor, the VR Client's Customized Employment Team, and the Extended Services provider, if applicable;
 - b. Complete the Transition to Extended Services and/or Supports Form (Exhibit AB9) to document the source of Extended Services and/or Supports, roles and responsibilities, start dates, next steps, and any interim or alternative plan needed to support service continuity;
 - c. For VR Clients with immediate funding for Extended Services: Confirm availability and coordinate the start of Extended Services;
 - d. For VR Clients without immediate funding for Extended Services: Work with the VR Counselor and the VR Client's Customized Employment Team to identify alternative sources of support and develop an interim, or alternative plan, to maintain employment stability;

Customized Employment Services

Service Specifications

- e. For VR Clients who are students nearing school exit and eligible for DDD Services:
 - 1) Coordinate transition planning to ensure ongoing supports are in place or reasonably expected within a timeframe that supports continuity after school exit; or
 - 2) If ongoing supports are not expected within that timeframe, the Vendor shall document an alternative plan (e.g., roles and responsibilities, start dates, next steps, etc.) in the Transition to Extended Services and/or Supports Form (Exhibit AB9).
- f. For VR Clients requiring ongoing supports: Work with the VR Counselor and the VR Client's Customized Employment Team to identify the ongoing workplace supports and/or natural supports that will help the VR Client to maintain employment stability (e.g., assistive technology tools and applications, workplace accommodations, communication supports, transportation supports, natural supports, etc.).
- g. Support the transition to Extended Services and/or Supports for up to ten (10) hours, if applicable, to facilitate the transition of services from one (1) provider to another, if applicable.

2.3 Service Provider (Vendor) Qualification Requirements

2.3.1 Utilize personnel or subcontractors who supervise the service, provide 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:
 - 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. Have documentation of five (5) years of full-time employment working with individuals with disabilities, including significant disabilities in community-based or integrated employment settings (e.g., Vocational Rehabilitation Services, Workforce Development programs, Supported Employment, Transition Services, other community-based employment supports for individuals with disabilities, etc.); or

Exhibit AB

Customized Employment Services

Service Specifications

3. Have documentation of three (3) years of full-time employment supervising staff who provide direct employment or support services to individuals with significant disabilities.
- 2.3.2 Personnel who do not have the above qualifications but who provide direct services under this Service Specification shall have one (1) year of documented experience working with individuals with significant disabilities, preferably involved in the provision of VR Services, and demonstrate a competence in Customized Employment Services. These individuals must be under the direction and supervision of personnel who meet the criteria in 2.3.1 above.
- 2.3.3 All personnel or subcontractors who provide Customized Employment Services must successfully complete a minimum of ten (10) hours of required Key Competency Training through the Sonoran Center prior to providing Customized Employment Services.
- 2.3.4 All personnel or subcontractors who provide Customized Employment Services must successfully complete the Arizona Customized Employment (ACE) Training Program and receive a Certificate of Completion prior to providing Customized Employment Services.
 1. Initial ACE Training includes virtual instruction and onsite technical assistance that includes applied learning, observation, coaching, and feedback during service delivery activities.
 2. Vendor Personnel providing Customized Employment Services must complete an annual ACE Refresher Training through the Sonoran Center that includes, but is not limited to: Updates to Customized Employment Services, service provision expectations, policy changes, etc.
- 2.3.5 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. Customized Employment Services Client Service Plan (Exhibit AB3);
 4. Customized Employment Services Discovery Monthly Progress Report (Exhibit AB4);
 5. Customized Employment Services Employment Profile (Exhibit AB5);
 6. Customized Employment Services Job Development and Negotiation Monthly Progress Report (Exhibit AB6);
 7. Customized Employment Services Job Placement Report (Exhibit AB7);
 8. Customized Employment Services Job Coaching and Stabilization Monthly Progress Report (Exhibit AB8);
 9. Customized Employment Services Transition to Extended Services and/or Supports Form (Exhibit AB9);
 10. Customized Employment Services Service Closure Report (Exhibit AB10),

Customized Employment Services

Service Specifications

11. A record of the Vendor's personnel time spent providing services; and
 12. Other documents relevant to the service provision (e.g., records of communication attempts that include date, time, method of communication and outcome; records of reassignment notifications, continuity actions, etc.).
- 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/or subcontractors to ensure the effectiveness of the relationship between VR Clients and direct service personnel.
- 2.4.3 Workforce Development Plan
1. The Workforce Development Plan shall document and describe how the Vendor prepares, assesses, monitors, and supports personnel and/or subcontractors who are delivering Customized Employment Services.
 - a. Vendors are responsible for developing, implementing, and maintaining an organizational Workforce Development Plan to support the delivery of Customized Employment Services.
 2. The Workforce Development Plan must include, at a minimum:
 - a. The Vendor's hiring standards to obtain qualified staff to provide Customized Employment Services (e.g., job description(s), onboarding procedures and training plan);
 - b. The Vendor's policy and training of mandated reporting for known or suspected instances of abuse or neglect;
 - c. The Vendor's policy of the performance evaluation process to support, monitor, and assess personnel and/or subcontractors' performance (e.g., one-on-one (1:1) check ins, staffings, etc.);
 - d. The Vendor's ongoing skills development for personnel and/or subcontractors, including ten (10) hours of annual required professional development (e.g., annual ACE Refresher Training, Customized Employment Services training, disability-specific training, Employment First, cultural competencies, and/or other trainings for employment services);
 3. The Workforce Development Plan must identify the Vendor's procedures on how to deliver and sustain Customized Employment Services in rural and/or tribal areas.
 4. If the Workforce Development Plan changes, revise the Workforce Development Plan and submit through the MSP within five (5) business days of revision.

Exhibit AB

Customized Employment Services

Service Specifications

5. The Workforce Development Plan must be submitted annually through the MSP by November 1st to verify ongoing compliance, continuous improvement, and readiness for monitoring.

2.4.4 Adhere to the Vendor Code of Conduct (Exhibit C).

2.4.5 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: Customized Employment Services are successful when the VR Client obtains competitive integrated employment that aligns with their employment goal, built independence, developed natural supports, and has transitioned to Extended Services and/or Supports to maintain employment stability.

3.2 Performance Standards. The Vendor shall meet the following minimum acceptable performance standard during the quarter:

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

3.2.2 **Performance Standard #2 - Completion Rate:** During the Vendor’s second year of providing Customized Employment Services, seventy-five (75%) of VR Clients accepted for Customized Employment Services shall secure Competitive Integrated Employment that aligns with their employment goal within twelve (12) months of starting Customized Employment Services.

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.

3.2.3 **Performance Standard #3 - Retention:** At a minimum, sixty-five percent (65%) of VR Clients accepted for Customized Employment Services shall maintain Competitive Integrated Employment and successfully transitioned to Extended Services and/or Supports.

1. VR Clients who exit employment due to dissatisfaction with the quality of the Vendor’s service provision will be counted towards this Performance Standard.
2. VR Clients who exit employment due to personal reasons, other than dissatisfaction with the Vendor’s service provision (e.g., medical reasons, incarceration, relocation, loss of

Customized Employment Services

Service Specifications

Extended Services and/or Supports, 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.

- 3.2.4 **Performance Standard #4 - 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.
- 3.2.5 The MSP and ADES/RSA will analyze the Vendor's progress in achieving the overall minimum acceptable service standards.
- 3.2.6 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.
- 3.2.7 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.
- 3.2.8 **Service Quality Assurance and Fidelity Indicators:** Performance evaluation shall also include a review of service quality indicators to assess whether Customized Employment Services are delivered in accordance with these Service Specifications
1. The Service Quality Assurance and Fidelity Indicators review may include, but is not limited to:
 - a. Communication with the VR Client, VR Counselor, and the VR Client's Customized Employment Team: Evidence of frequency and quality of consistent and ongoing contact with the VR Client, VR Counselor, and the VR Client's Customized Employment Team as documented in each Customized Employment Monthly Progress Report;
 - b. Discovery: Evidence and quality of Discovery as documented in the Discovery Monthly Progress Reports (Exhibit AB4) and the Employment Profile (Exhibit AB5);
 - c. Job Development and Negotiation: Frequency and quality of employer engagement activities and negotiation strategies related to the VR Client's identified employment themes and interests as documented in the Job Development and Negotiation Monthly Progress Report(s) (Exhibit AB6);
 - d. Job Coaching and Stabilization: The quality and appropriate use of stabilization activities, such as systematic instruction and fade planning, designed to maintain employment stability based on the VR Client's needs and work environment as documented in the Job Coaching and Stabilization Monthly Progress Report (Exhibit AB8); and
 - e. Transition to Extended Services and/or Supports: The timely coordination of Extended Services and/or Supports to maintain competitive integrated employment as documented on the Transition to Extended Services and/or Supports Form (Exhibit AB9).

4.0 PAYMENT

Exhibit AB

Customized Employment Services Service Specifications

- 4.1 Payment rates are all inclusive, which means they include the Vendor's staff time, administrative costs, 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 the 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 Payment for the authorized Customized Employment Services will be made based on the rates stated in the Customized Employment Services RSA Rate Sheet (Exhibit AB2).
- 4.3 Payment Unit
- 4.3.1 One (1) Customized Employment Services Client Service Plan for one (1) VR Client.
- 4.3.2 One (1) Customized Employment Services Employment Profile for one (1) VR Client.
- 4.3.3 One (1) Customized Employment Services Job Placement Report for one (1) VR Client.
- 4.3.4 One (1) Customized Employment Services Transition to Extended Services for one (1) VR Client.
- 4.4 The Payment Units is one (1) hour, which equals sixty (60) minutes of actual time spent providing Customized Employment Services service 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.
1. Discovery;
 2. Job Development and Negotiation; and
 3. Job Coaching and Stabilization.
- 4.5 The Vendor shall bill for time spent providing Customized Employment Services that last longer than fifteen (15) minutes:
- 4.5.1 With the VR Clients face-to-face, by video conference, or by phone calls;
- 4.5.2 With Community Partners and Potential Employers face-to-face, by video conference, or by phone calls, to support the Discovery process, implement and advance Job Development and Negotiation, and support the VR Client in maintaining employment stability while transitioning to an extended services provider and/or ongoing workplace supports and/or natural supports; and

Exhibit AB

Customized Employment Services

Service Specifications

- 4.5.3 With the VR Counselor and/or the VR Client's Customized Employment Team face-to-face, by video conference, or by phone calls to discuss specific needs pertaining to the VR Client.
- 4.6 Multiple Customized Employment 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.
- 4.7 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.
- 4.8 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.
- 4.9 If the Vendor becomes the employer of record for the VR Client, the Vendor must confirm the employment meets the criteria for competitive integrated employment and aligns with the VR Client's identified employment goals, support needs, and workplace preferences.
1. The Vendor must notify the VR Counselor and the VR Client's Customized Employment Team within five (5) business days to assist with facilitating a transition to another Vendor and must transition Customized Employment Services to the new Vendor within fifteen (15) business days.

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

Exhibit AB

Customized Employment Services

Service Specifications

days following the end of each calendar month in which Customized Employment Services was 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. Customized Employment Services Client Service Plan (Exhibit AB3);
 2. Customized Employment Services Discovery Monthly Progress Report (Exhibit AB4);
 3. Customized Employment Services Employment Profile (Exhibit AB5);
 4. Customized Employment Services Job Development and Negotiation Monthly Progress Report (Exhibit AB6);
 5. Customized Employment Services Job Placement Report (Exhibit AB7);
 6. Customized Employment Services Job Coaching and Stabilization Monthly Progress Report (Exhibit AB8);
 7. Customized Employment Services Transition to Extended Services and/or Supports Form (Exhibit AB9);
 8. Customized Employment Services Service Closure Report (Exhibit AB10), within fifteen (15) business 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 complete and accurately through the MSP's program for each individual Client.
- 5.2 Submit to the MSP as appropriate:
 - 5.2.1 Verification of the qualifications of staff or subcontractors, using Exhibit AB11, 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 Certificate of Insurance, no later than ten (10) days following the expiration of the existing Certificate of Insurance.
 - 5.2.4 Verification of compliance with all administrative and personnel and/or subcontractor requirements, including but not limited to:
 1. Completion of required Key Competency training through the Sonoran Center;

Exhibit AB

Customized Employment Services

Service Specifications

2. Completion of required Arizona Customized Employment (ACE) Training Program through the Sonoran Center;
 3. Evidence of competency prior to independent service delivery (e.g., Certificate of Completion, supervision records, observation notes, documented skill verification, etc.);
 4. Records of professional development hours and training activities; and
 5. Records of oversight (e.g., observation and/or communication logs, performance evaluations, etc.).
- 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;
 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 the Vendor to submit additional or revised reports related to the service provision and contract performance.
- 5.4.2 Reporting requirements, methods and/or formats (Exhibits, including Service Specifications, etc.) 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.