

## Exhibit Z

### Comprehensive Disability Related Training Services for the Blind and Visually Impaired 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. Comprehensive Disability Related Training Services for the Blind and Visually Impaired (Comp BVI) includes a variety of instructional and rehabilitation services to assist the VR Client in achieving individualized Vocational Rehabilitation goals. The services shall be provided by a multidisciplinary team of specialists who work closely together to provide a VR Client with a comprehensive and integrated program designed specifically to meet the VR Client's individual rehabilitation needs.
  - 1.1.1. Comprehensive Disability Related Training Services for the Blind and Visually Impaired consist of:
    1. A Comprehensive Disability Related Training Services for the Blind and Visually Impaired Assessment (Comp BVI Assessment), which includes:
      - a. Rehabilitation Instructional Services (RIS) Assessment; and
      - b. Assessment for Assistive Technology (AT) Services.
    2. Rehabilitation Instructional Services, also referred to as "Core Blindness Training", which includes:
      - a. Adjustment to Disability (AD);
      - b. Orientation and Mobility (O&M) Training;
      - c. Communication Skills Training (CST); and
      - d. Work-Related Living Skills Training (WRLST).
    3. Assistive Technology (AT) Services, which includes:
      - a. AT Products Exploration;
      - b. AT Training (Instruction in the Use of AT Products); and
      - c. AT Support Services, which includes product set-up/installation, troubleshooting, cleaning, and maintenance.
    4. Emergency Support Services (e.g., medical treatment, prescribed medication, etc.), if applicable and if transportation is not covered by VR Client's insurance.
    5. Supplemental Support Services, when offered by out of State facilities and authorized through RSA Purchase Authorization, which may include:
      - a. Comprehensive Clinical Low Vision Exam;
      - b. Vocational Assessment;
      - c. Psychological Counseling;
      - d. Psychiatry Exam(s);
      - e. Physical Therapy;
      - f. Transportation; and
      - g. Other applicable services.
    6. Educational Support Services, when offered and authorized, which includes:
      - a. Supported Education; and
      - b. Tutoring Services.
    7. Job Training, when offered and authorized;
    8. Employment Services, when offered and authorized, which includes:
      - a. Career Exploration; and
      - b. Job Readiness Training.
        1. Work Adjustment Training;
        2. Job Search Skills Development; and
        3. Job Search Assistance, Job Placement, and Retention.

- 1.1.2. Comp BVI service provision will be provided by the Vendor through one (1) or a combination of the following setting(s):
  - a. Facility-based services;
  - b. Residential Facility based services; and
  - c. Limited in-home services to enable VR Clients to accommodate their training and assistive technology in a practical manner.
- 1.1.3. Service Eligibility
  1. Comprehensive Disability Related Training Services for the Blind and Visually Impaired may be provided to VR Clients who have been determined eligible, are in an open order of selection category, and are at least fourteen (14) years old.
  2. For Job Training and Educational Support Services to be authorized, a VR Client shall demonstrate a skill level of three (3) in the following areas:
    - a. Navigation in various environments;
    - b. Self-advocacy and problem-solving;
    - c. Work-Related independent living skills;
    - d. Successful exchange of information using various communication modalities; and
    - e. Successful operation of the relevant Assistive Technology and Low Vision Products necessary for improving their independence in educational and employment settings.
  3. For Job Readiness Training to be authorized, a VR Client shall demonstrate a skill level of three (3) in the above-mentioned areas (section 2a-2e) in addition to:
    - a. Have completed Core Blindness Training and, if applicable, Job Training;
    - b. Be ready to begin searching for competitive employment; and
    - c. Need additional resources and assistance with job searching and job placement activities.

## **2.0 SERVICE REQUIREMENTS**

The Vendor shall:

- 2.1 General Requirements
  - 2.1.1 Provide 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 VR Clients for whom English is not their primary language, and use all other appropriate and effective modes of communications used by VR Clients (e.g., Spanish language, American Sign Language, etc.).
  - 2.1.3 If the Vendor does not have the capacity/capability to communicate directly, the Vendor shall utilize the assistance of professional interpreting services (e.g., Services to Deaf or Hard of Hearing require staff certified in ASL).
  - 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 Provide all services only after receiving written authorization from the RSA System of Record through the MSP. Verbal authorizations, or any authorizations not issued by the RSA System of Record, are not valid.
  - 2.1.6 Utilize comparable services and benefits provided or paid for, in whole or in part, by other Federal, State, or local public agencies, by health insurance, or by employee benefits, that are available to an individual at the time needed and commensurate with the services the VR Client would otherwise receive through service provision, which can include workforce resources as defined in the Federal Workforce Innovation and Opportunity Act (WIOA).
  - 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 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 the VR Client fails to participate in services and one (1) unsuccessful attempt has been made to contact the VR Client.
  - 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 agreed upon objective(s).
- 2.1.9 For all instruction and/or training:
  - 1. Utilize modified equipment, fixtures, materials or any other aids deemed necessary in order to meet the physical, mental or sensory needs of the VR Client.
  - 2. Use appropriate instructional techniques and resources with respect to cultural, gender, and lifestyle differences.
  - 3. Provide the VR Client with instructional material as appropriate (textbook, CD, or other format), to be used for retention of learned skills and application in real employment.
  - 4. Expedite the VR Client's admission for any training program. If there is a waiting list for the training program, inform the VR Counselor of the waitlist and anticipated date for services to start.
  - 5. Monitor the VR Client's progress and provide ongoing support and feedback to help the VR Client understand their strengths and limitations and encourage them to improve their skills and behaviors and complete any applicable service.
- 2.1.10 Schedule monthly meetings with the VR Counselor and VR Client to discuss the VR Client's progress towards the achievement of the established service objective(s) and/or acquired skills.
- 2.2 Service Provision - Provide services as follows:
  - 2.2.1 Schedule the Comp BVI Assessment with the VR Client, and if applicable, the VR Client's Guardian/Representative within seven (7) business days after receipt of an assignment from the MSP.
  - 2.2.2 The assessment shall be face-to-face and include the Vendor and VR Client.
    - 1. Prior to scheduling the initial meeting, review and be familiar with the referral information and disability-related issues submitted by the referring VR Counselor prior to contacting the VR Client to coordinate and conduct the Comp BVI Assessment.
    - 2. Discuss travel arrangements for the VR Client, if applicable, with VR Counselor, VR Client, and VR Client's Guardian/Representative to participate in the Comp BVI Assessment.
  - 2.2.3 If authorized, coordinate travel accommodations for the VR Client.
  - 2.2.4 Assess the VR Client's service needs and skill levels in the applicable service areas by using existing information provided by the VR Counselor (e.g., vocational assessment, psychological assessment, school records, IPE vocational goal, etc.) and/or information provided by the VR Client/VR Client's family/VR Client's Guardian Representative(s) as a primary source of information and in accordance with confidentiality requirements.
  - 2.2.5. The Comprehensive Disability Related Training Services for the Blind and Visually Impaired Assessment (Comp BVI Assessment) includes the following components:
    - 1. Rehabilitation Instructional Services (RIS): To determine the VR Client's current skill level and service objectives necessary for acquiring, developing, and/or improving skills in the core areas of orientation and mobility, adjustment to disability, work-related living skills, and communication skills.
    - 2. Assistive Technology (AT): To determine the VR Client's needs for Assistive Technology which includes:
      - a. Determine the VR Client's current computer skills and knowledge, and their capacity to learn and use Assistive Technology products;
      - b. Conduct any research related to the specific VR Client's needs; and
      - c. Administer a thorough Assistive Technology Assessment using a minimum of two (2) comparable AT and Low Vision products from a variety of manufacturers in primary categories appropriate for the assessment. Include hands-on exploration of a wide range of AT and Low Vision products, considering functional vision, functional hearing, proposed employment and the ability to effectively manipulate the hardware features of AT and Low Vision products to be used.
        - 1) The VR Client's computer applications which contribute to meeting the VR Client's employment goal, including keyboarding, word processing, email and internet access

with preventative ergonomic best practices applied in anticipated environments.

- 2) Identify AT and Low Vision products currently used by the VR Client to complete specific tasks such as reading, writing, organizing, planning, listening, or studying.
- 3) Provide the VR Client an opportunity to explore other AT and Low Vision products and identify technology that will help them in completing specific tasks independently and more efficiently.

d. Assess current and reasonably anticipated future AT and Low Vision needs for the VR Client to include the following considerations:

- 1) Visual and visual-perceptual functioning such as visual acuity, field, depth, and color perception; contrast sensitivity; ocular motor skills; glare vision/recovery, figure/ground and spatial relations;
- 2) Cognitive functioning such as memory, judgment and decision making; reasoning and insight attention, concentration and impulsive behavior; planning and sequencing;
- 3) Communication skills such as hearing, speech, and comprehension; and
- 4) If applicable to the VR Client and as related to employment, physical functioning, such as range of motion, ambulation/transfer, mobility aids, use of orthotic devices and seating considerations, coordination, temperature sensation, endurance.

2.2.6 Results of the Comp BVI Assessment, including, findings and recommendations for AT and Low Vision products, equipment, and/or software configuration to best meet the VR Client's specific needs shall be descriptive, Feature Matched, and documented on the Comp BVI Equipment Request and Verification Form.

2.2.7 Upon receipt of the completed Comp BVI Assessment, the referring VR Counselor may approve or disapprove the purchase of the recommended AT and Low Vision products, equipment and/or software.

1. All Assistive Technology and Low Vision products purchased shall:

- a. Meet the minimum standards and options required to satisfy the VR Client's needs in the most cost-effective manner.
- b. Be authorized for sale in the United States and have the original manufacturer's serial number, and meet Federal, State, and local standards for quality, health, effectiveness, and safety requirements.
- c. Not be sold, disposed of, or used for any purpose other than as intended and agreed upon.
  - 1) VR will not replace products which have been used by individuals not authorized by VR, modified without authorization or knowledge of the VR Counselor, confiscated by law enforcement due to illegal activity, damaged due to being used by the VR Client for purposes other than that intended and agreed upon, or lost.
  - 2) Hold a Manufacturer's Warranty for a minimum of twelve (12) months from the date of acceptance of the product by the VR Client and/or VR Counselor.
  - 3) Any defects of design, workmanship, or materials that would result in non-compliance with the Service Specifications, shall be fully corrected by the Vendor (including parts and labor) without cost to RSA with the exception of consumable products for which the vendor shall provide the equivalent of the Manufacturer's Warranty.

2. Once the AT and Low Vision products, equipment and/or software has been purchased by the Vendor and received by the VR Client, fill out and return the Comp BVI Equipment Request and Verification Form, which details the hardware, software, serial/model numbers, and warranty expiration dates necessary to meet the VR Client's functional needs.

2.2.8 Schedule and conduct a consultation meeting to include the VR Client and/or VR Client's Guardian/Representative, VR Counselor, and Vendor to review and discuss the results of the assessments and the recommendations made for Comprehensive Disability Related Training Services for the Blind and Visually Impaired within ten (10) business days of completing the Comp BVI Assessment.

1. 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.
2. During the consultation meeting, complete the following:

- a. Develop and agree upon the services the VR Client will receive;
  - b. Discuss the roles and responsibilities of the Vendor, VR Client, and the VR Counselor; and
  - c. Complete the Client Service Plan form.
3. If the VR Client's service objectives change during service provision, revise the Client Service Plan, include the date of revision, and obtain the VR Counselor's and VR Client's approval of the revision.

2.3 Instruction and Training - Instruction and Training to be provided under this specification are:

2.3.1 Provide Comprehensive Disability-Related Training and Instructional Services to VR Clients as agreed to in the Client Service Plan to assist the VR Client in developing each of the skill areas.

1. Provide training and instruction necessary for the VR Client to develop the blind and low vision skills in the following areas, as agreed upon in the Client Service Plan.
2. Request AT and Low Vision products, equipment, and/or software configuration, as needed, to best meet the VR Client's specific needs shall be descriptive, Feature Matched, and documented on the Comp BVI Equipment Request and Verification Form.
  - a. Adjustment to Disability (AD) provides information and/or hands-on orientation on all aspects of vision loss in an identified environment (e.g., home, work, public), which may include:
    - 1) Addressing various aspects of the VR Client's disability(ies) and the impact of the disability(ies) on Work-Related Living Skills;
    - 2) Techniques and strategies for addressing the social stigma about blindness/vision impairment (e.g., dealing with attitudinal barriers of the general public);
    - 3) Guidance in social functioning and development of personal/interpersonal problems and social skills which are anticipated to help a VR Client cope more effectively with disability and/or work situations and their stresses;
    - 4) Assistance in developing self-help skills through the VR Client's own self-directed adjustment to and acceptance of their disability(ies), increased self-confidence, increased independence and independent problem solving, changed attitudes, broadened perspectives of available alternatives, increased communication skills, and examination of goals and values;
    - 5) Training and support in self-advocacy to encourage VR Clients to advocate for themselves. Assistance may take the form of training in specific skills, providing encouragement and motivation to those needing it, or providing information and resources to VR Clients;
    - 6) Guidance and assistance in developing natural supports in the community;
    - 7) Instruction in personal habits, responsibility and productive decision making;
    - 8) Referral to and instruction in utilization of disability-related services available in the community (e.g., Medicaid, Department of Behavioral Health Services, etc.);
    - 9) Introduction to blindness and hearing loss advocacy groups, organizations, and other agencies offering support and resources; and
    - 10) Mentoring services that provide the VR Client with a more experienced individual to assist the VR Client in a specific area. Mentoring services will be supervised by an instructor of the Vendor program.
  - b. Orientation and Mobility (O&M) Training develops skills necessary for safely navigating an identified environment. These services may include:
    - 1) Basic Concept Development: landmarks, cues, numbering systems, measurement and compass directions;
    - 2) Pre-Cane Skills: human guide, protective techniques, and fitness/wellness instruction including safely utilizing exercise machines to build physical endurance;
    - 3) Cane Technique: long cane use (folding, collapsible, rigid), blindfold training, mobility devices, addressing attitudinal/emotional factors when introducing the long cane;
    - 4) Residential Travel: buildings, curbs, crosswalks, traffic signals, signage, sidewalks, driveways, mailboxes, overhanging branches, drinking fountains;
    - 5) Light Business Travel: public buildings, barricades, outdoor steps and stairs, projections, parking meters, vending machines, furniture, landscaping;

- 6) Downtown Travel: street widths, crowd congestion, noises, safety islands, construction;
  - 7) Public Transportation: buses, Para-Transit, light rail, cars, taxis, vans, community organizations;
  - 8) Rural Travel: dirt roads, no sidewalks; and
  - 9) In-State or Out-of-State Training Experiences: Experiences that increase travel skills and build VR Client confidence, which may include: airport, train station, understanding Global Positioning System (GPS), map reading, compass use, new city, etc.
- c. Communication Skills Training (CST) teaches the VR Client to use various methods of communication to receive and express information. These services may include:
- 1) The use of the telephone, with and without an interpreter;
  - 2) Braille, pictures and object symbols, enlarged print, tactile and/or colored markings to provide information; and
  - 3) Use of technology such as Tele-Braille, Screen Braille Communicator, computer aided systems, and note writing with the use of a reference book, if needed.
- d. Work-Related Living Skills Training (WRLST) assist the VR Client in learning work-related independent living skills in two (2) primary areas, including but not limited to:
- 1) Personal Management skills, learned at a comprehensive training center, allow the VR Client to effectively and independently manage any personal needs, such as the ability to keep and maintain one's important records, managing medicine, caring for, and selecting clothing, managing personal grooming activities, personal record keeping, time management, handwriting, developing diabetic adaptive techniques and budgeting (e.g., coin and paper money, banking system, budgeting procedures), or use of lighting/magnification devices.
  - 2) Home Management skills, learned at a comprehensive training center, allow the VR Client to manage daily activities in the home in a safe, healthy, and independent manner, such as shopping and preparing meals, maintaining a clean and safe household, managing household maintenance tasks (e.g., sewing, cleaning, laundry, changing batteries, light bulbs, etc.), and child care management.
3. Provide Assistive Technology Services, which consist of:
- a. AT Products Exploration: A hands-on exploration of a wide range of AT products in order to prescribe the AT most suitable to meet the VR Client's needs. It includes a review of medical records and history, hands-on consideration of functional vision, functional hearing and the ability to manipulate hardware features of AT products to be used in the home or work environment.
  - b. AT Training: Provides instruction in the use of AT with hands-on utilization of AT products, which may include the use of: screen magnification software; screen-reading software; electronic note-taking; GPS devices; alternative formats; word processing, e-mail, OCR Technologies, non-visual and visual Smart Phone operating systems and applications, internet and web based applications. Refreshable Braille and other Braille technologies are to be considered for VR Clients who use Braille or have been determined to be a candidate for Braille.
  - c. AT Support Services: Assist the VR Client with installation and configuration of AT and IT computer components or installation of other AT products. This may include:
    - 1) Activation and registration of software/hardware, application of compatibility related requirements for AT and IT products, application of user preferences and other set up/installation/configuration.
    - 2) Software scripting which includes writing or applying code to make a specific assistive technology product perform as required, especially for Screen-reading products, for functions such as reading what is not read automatically and identifying and/or eliminating software conflicts.
- 2.3.2 Provide Emergency Support Services, if offered and applicable, which may include but are not limited to:
1. Emergency medical treatment, emergency medication, and transport by ambulance.

2. Emergency Support Services may be provided prior to receipt of written Purchase Authorization through the MSP due to the nature of emergency service provision.
- 2.3.3 Provide Supplemental Support Services when offered from out of State facilities and authorized by the VR Counselor. These services may include but are not limited to:
1. Comprehensive Clinical Low Vision Exam provided by an Ophthalmologist licensed in accordance with A.R.S Title 32 Chapter 13 or an Optometrist licensed in accordance with A.R.S. Title 32 Chapter 16;
  2. Vocational Assessments provided by personnel who hold either a Master's Degree or Bachelor's Degree in Rehabilitation Counseling, Psychology, Sociology, Education, or other related field, with documentation of one (1) year of full-time employment for personnel with a Master's Degree or (2) years of full-time employment for personnel with a Bachelor's Degree in direct provision of vocational evaluation services, preferably in vocational rehabilitation working with individuals with disabilities, and who meets the standards established for Certified Rehabilitation Counselor (CRC), Certified Vocational Evaluation Specialist (CVE), Certified Work Adjustment Specialist (CWA), or Certified Career Assessment Associate (CCAA) as administered by the Commission on Rehabilitation Counselor Certification (CRCC), and have a specialization or certification which allows the provision of vocational evaluations as follows:
    - a. Possess competence for providing vocational evaluation services which include documented knowledge in the following areas: job analysis; occupational information; functional aspects of disability; work samples; psychometric testing; individualized vocational evaluation planning; learning style assessment; report development and communication; functional living skills; adaptation of jobs and vocational training; and
    - b. For standardized vocational tests, batteries, and/or related instruments that require certification, the Vendor's personnel who administer those tests shall be certified by the appropriate entity that issued the test/battery, and maintain their certification.
  3. Counseling provided by a licensed Therapist (e.g., licensed Psychologists, licensed professional Counselors, and/or licensed Social Workers);
  4. Psychiatry exams; and
  5. Treatment provided by a licensed Medical Professional.
- 2.3.4 If offered and authorized, provide Educational Support Services, which include:
1. Coordination through a face-to-face or video conference meeting to include the Vendor, VR Counselor, VR Client, and if applicable, VR Client's Guardian/Representative, to discuss and agree upon the Educational Support Services that will be provided to the VR Client.
    - a. If the VR Client's service objectives have changed to include Educational Support Services, revise the Client Service Plan to include the Supported Education and/or Tutoring Services and obtain the VR Counselor's and VR Client's approval of the revision.
    - b. Complete the Comp BVI Supported Education Monthly Progress Report form to document monthly Supported Education service provision or the Comp BVI Tutoring Services Monthly Progress Report form to document monthly Tutoring Services service provision.
  2. Supported Education: Identifying education and/or training requirements for the VR Client's selected employment/career goal.
    - a. Utilizing educational resources for locating appropriate educational and/or training programs and providing assistance to the VR Client in selecting the program that is the most suitable for the VR Client, which is consistent with the individual's strengths, resources, priorities, concerns, abilities, capabilities and informed choice.
    - b. Identifying educational costs, exploring and finding financial aid resources and options to pay for the selected educational/training program and applying for financial aid (e.g., Pell and other Federal/State/municipal grants, scholarships, private grants, etc.), including exploring comparable benefits from other sources.
    - c. Assisting the VR Client in registering for the selected educational training or certification programs, to include:
      - 1) Orientation to the school campus facility/facilities;
      - 2) Registration on campus or for online classes;
      - 3) Obtaining school ID - if applicable;

- 4) Orientation to the school library and library services -if applicable;
  - 5) Orientation to supported services (when comparable benefits have been identified), including online programs and services - tutoring, science, English/Math laboratories, computer laboratories, Writing Center, etc.;
  - 6) Introduction to and assistance in registering with the Disability Resource Center (DRC) on campus, coordination of disability related accommodation services and any accommodations or special services necessary for the successful completion of an educational or employment training program;
  - 7) Assist VR Client in scheduling an appointment with their academic advisor to develop and obtain a Plan of Study and/or Degree Audit Report outlining coursework required for completion of the post-secondary education/training program or degree.
  - 8) Handling visually-oriented information, independent travel in an educational environment, and using a reader.
3. Tutoring Services: Includes tutoring and remedial instruction specifically designed to increase the academic achievement of VR Clients by attaining proficiency in the core academic area(s).
    - a. Core academic subjects may include, but are not limited to: language arts, English, mathematics, science (including the areas of biology, chemistry, physics, earth science and general science), arts (visual and music), history, geography, etc., including technical, trade schools, computer training, and high school equivalency preparation programs.
    - b. This service does not include Tutoring Services that are the mandated responsibility of the schools which VR Clients attend (e.g., high school, junior college, college, university, etc.).
    - c. Tutoring Services shall be provided outside the school-mandated classes and sessions, including tutoring that occurs before school, after school, weekends, intersession and/or summer school.
    - d. Prior to beginning Tutoring Services, determine the VR Client's existing skills in the academic area(s) that are subject to tutoring.
  4. Initiate Educational Support Services, as authorized and agreed to, within twelve (12) business days of receipt of the RSA Purchase Authorization.
    - a. If unable to initiate Educational Support Services within twelve (12) business days of receipt of the RSA Purchase Authorization, notify VR Counselor through email documentation and include anticipated start date.
- 2.3.5 If offered and authorized, provide the RSA approved competency-based Job Training curriculum to the VR Client for each type of Job Training program offered under the MSP.
1. The Job Training curriculum must include the following:
    - a. A training plan, including objectives to be achieved;
    - b. Entrance level skills and admission criteria, including core blindness skills;
    - c. The description of the occupation(s) for which training is to be provided, to include, at a minimum, entry level qualifications and skills requirements, job outlook and current employment opportunities with local employers and throughout the State of Arizona or nationally;
    - d. The vocational skills, knowledge and qualifications to be acquired in the course, addressing the specific skills required for entry employment in the occupation according to current local industry standards for the specific occupation;
    - e. An outline of the syllabus and timetable to be followed when acquiring the vocational skills, knowledge and qualifications. The outline shall include the length of the daily hours of training, the duration of the entire training program expressed in a form of the number of clock hours in which the program is expected to be accomplished; and
    - f. The conditions under which the training may be terminated.
  2. All Job Training Curricula shall be relevant to the current job market, and must be approved by RSA prior to being implemented.
  3. Any new or updated curricula shall be submitted to RSA through the MSP, including the syllabus and outline.
  4. Develop the VR Client's basic workplace competencies and job readiness skills in the occupation necessary to obtain, at a minimum, an entry level job in the competitive and integrated labor market.
  5. Coordinate a face-to-face or video conference meeting to include the Vendor, VR Counselor, VR

Client, and if applicable, VR Client's Guardian/Representative, to discuss and agree upon the RSA approved Job Training Curriculum that will be provided to the VR Client.

- a. If the VR Client's service objectives have changed to include Job Training, revise the Client Service Plan to include the Job Training and obtain the VR Counselor's and VR Client's approval of the revision.
  6. Initiate Job Training services within twelve (12) business days of receipt of the RSA Purchase Authorization.
    - a. If unable to initiate Job Training services within twelve (12) business days of receipt of the RSA Purchase Authorization, notify VR Counselor through email documentation and include anticipated start date.
  7. Provide Job Training as described in the approved curriculum.
    - a. Complete the Comp BVI Job Training Monthly Progress Report form to document monthly service provision.
  8. If the VR Client requires additional assistance, provide One-on-One (1:1) Training Instruction to the VR Client
    - a. One-on-One (1:1) Training Instruction is to be provided, if authorized through the MSP Program, in addition to the regular training program to assist the VR Client to complete the curriculum.
  9. If applicable, deemed appropriate and agreed upon by the VR Counselor and the VR Client, place the VR Client in a Work-Based Learning Experience (WBLE).
    - a. Each Work-Based Learning Experience shall be performed at a work site.
    - b. Each Work-Based Learning Experience shall begin no more than seven (7) business days after completion of Job Training and receipt of an RSA Purchase Authorization from the MSP authorizing Work-Based Learning Experience.
  10. Upon completion of Job Training and, if applicable, Work-Based Learning Experience, issue to the VR Client a certificate of competency. The certificate shall contain the following information:
    - a. Class(es) taken and the date of completion;
    - b. Details about what the VR Client accomplished in class;
    - c. Evidence that the VR Client acquired basic workplace competencies and job readiness skills necessary to obtain, at a minimum, an entry level job in competitive labor market; and
    - d. Recognition of completion of a Work-Based Learning Experience, if applicable.
  11. If the VR Client's participation is terminated due to medically-related issues and the VR Client decides to return to the program, the VR Client, Vendor and the referring VR Counselor will jointly determine whether the VR Client requires a refresher of training objectives.
    - a. If the VR Client's return requires a refresher, the Vendor may provide repeat training in the objectives identified, after receipt of a new or amended authorization, and bill at the One-on-One (1:1) Training rate.
    - b. If the VR Client's return does not require a refresher, the Vendor shall not bill RSA for training objectives that were previously completed by the VR Client.
- 2.3.6 If offered and authorized, provide Employment Services which include:
1. Coordination through a face-to-face or video conference meeting to include the Vendor, VR Counselor, VR Client, and if applicable, VR Client's Guardian/Representative, to discuss and agree upon the Employment Services that will be provided to the VR Client.
  2. Career Exploration: Provide individualized instruction and assistance to VR Client in researching as many as three (3) career fields, qualifications and skill requirements for employment in the VR Client's area of interest, as well as current employment outlook and opportunities with local employers throughout the State of Arizona or nationally, in order to:
    - a. Enhance informed choice and decision-making abilities, enabling selection of an employment/career goal commensurate with strengths, resources, priorities, concerns, abilities, capabilities, and interests;
    - b. Expose VR Clients to information concerning various career areas of interest and associated labor markets;
    - c. Assist the VR Client with completing the Comp BVI Career Exploration Summary, Comp BVI Career Exploration Labor Market Survey, and the Comp BVI Career Exploration Informational Interviewing;
    - d. Complete the Comp BVI Career Exploration Monthly Progress Report form to document monthly service provision; and

- e. Assist the VR Client in selecting a single career suitable to the VR Client's abilities, interests, values, and needs.
- 3. Job Readiness Training: In order to successfully prepare the VR Client for work, the Vendor shall provide training and instruction in the following authorized and agreed to areas to develop the VR Client's employability skills.
  - a. Work Adjustment Training (WAT): Is used for VR Clients who require extensive preparation for employment and consists of teaching the core work readiness/employability skills necessary for obtaining and maintaining employment. It is training in basic skills that individuals must possess to be successful in any work situation as well as have successful work behaviors and performance. Work readiness skills are also known as soft skills, employability skills, or job readiness skills.
  - b. Given the VR Client's service objectives have changed to include Employment Services, revise the Client Service Plan to include the Work Adjustment Training and obtain the VR Counselor's and VR Client's approval of the revision.
  - c. Utilize the Comp BVI Work Adjustment Skills Appraisal Guide to access the level of skill acquisition in the following core work/readiness and employment skill objectives:
    - 1) Communication;
    - 2) Teamwork;
    - 3) Critical Thinking and Problem Solving;
    - 4) Task/Time Management and Organization;
    - 5) Attendance;
    - 6) Manage Symptoms/Effects of Disability;
    - 7) Appearance and Hygiene; and
    - 8) Self-Management.
  - d. Complete the Comp BVI Job Readiness Training Monthly Progress Report form to document monthly service provision.
- 4. Job Search Skills Development: Provide training and instruction as applicable for the VR Client to develop Job Search Skills to prepare an individual for employment. The VR Client shall be able to demonstrate the following skills with or without accommodations:
  - a. Ability to write effective resumes which include a summary of personal contact information, all necessary elements for the job, work history, educational achievements, work related skills, and other work-related achievements, as appropriate; this document will be typed, well-organized, well-written, grammatically correct, well-designed, and formatted.
  - b. Ability to write cover letters, reference letters, set up personal email and voicemail accounts, and to complete a master job application which completes a career portfolio; these documents are to be accurate, grammatically correct, and typed.
  - c. Ability to accurately complete job applications, either online or hardcopy.
  - d. Ability to utilize various job search methods and websites including, but not limited to, registering within each job site, filtering for specific career outcomes within each site, and uploading required documents into job search websites.
  - e. Job interviewing techniques.
  - f. Ability to gather employers' contact information such as email, phone contact(s) and voicemail.
  - g. Ability to navigate DB101 to determine the impact of employment wages on State or Federal benefits, if applicable.
  - h. Given the VR Client's service objectives have changed to include Employment Services, revise the Client Service Plan to include the Job Search Skills and obtain the VR Counselor's and VR Client's approval of the revision.
  - i. Complete the Comp BVI Job Readiness Training Monthly Progress Report form to document monthly service provision.
- 5. Job Search Assistance, Job Placement and Retention: Supports and assists an individual in searching for competitive employment in an integrated setting that is consistent with the VR Client's vocational goal.
  - a. Given the VR Client's service objectives have changed to include Employment Services, revise the Client Service Plan to include the Job Assistance and Job Placement and obtain the VR Counselor's and VR Client's approval of the revision.

- b. Assist the VR Client with job-related requirements as follows:
    - 1) Finding a job placement that matches the IPE goal.
    - 2) Applying for jobs which match the planned vocational goal.
    - 3) Customizing Employment, if applicable: Negotiating with employers to create, modify or restructure a community-based job such that it can be performed by the VR Client while meeting the needs of the employer.
    - 4) Building and utilizing community networks and natural support as necessary.
    - 5) Determining whether to disclose disability to an employer.
    - 6) Facilitating the VR Client's transition into employment, which may include:
      - a) Assisting in reviewing and completing initial employment paperwork;
      - b) Accommodating nonwork schedules;
      - c) Assisting in understanding work dress/uniform requirements, in addition to other employment support needs; and
      - d) Evaluating employment stability and job satisfaction after fifteen (15) days from job placement in the same job.
  - c. Provide Short Term Job Supports to a VR Client who has been placed in employment and requires temporary support in order to maintain and/or stabilize the placement and enhance job retention. Short Term Job Supports include, but are not limited:
    - 1) Conducting a work site analysis for needed jobsite modification and accommodation, including the prescription of appropriate technology in light of physical; psychomotor; cognitive; and sensory capacities and limitations, and development of a specific plan to assist the VR Client to accommodate and successfully maintain competitive employment;
    - 2) Assisting the VR Client in maintaining stable employment in the same job for a period of no less than ninety (90) days after job placement;
    - 3) Developing the skills necessary to appropriately request personal leave, sick leave, address unplanned absence and respond to a behavioral health crisis or other crisis;
    - 4) Developing conflict resolution skills to effectively work with coworkers, customers, and supervisors;
    - 5) Assisting the VR Client in understanding Federal and State reporting requirements, in addition to income reporting requirements of the Social Security Administration and completing the necessary paperwork;
    - 6) Assisting the VR Client in building and utilizing natural supports at work and in the community to secure long term successful job retention;
    - 7) Providing face-to-face contact and/or follow up contact, which may include daily or weekly job coaching support, based on the job performance and skill acquisition as reported by the VR Client/Employer/Vendor;
    - 8) Utilizing various strategies in overcoming barriers so that the VR Client is no longer dependent on the job coach for supports;
    - 9) Assisting the VR Client in improving their job skills and job related social skills;
    - 10) Twice-monthly monitoring on-site and/or off-job site to assist the VR Client in adjusting to the work demands based on the client's request and decision on how much involvement is needed (e.g., during a break, after work, etc.); and
    - 11) Assisting the VR Client in successfully transitioning to Supported Employment Services when necessary and planned.
  - d. Complete the Comp BVI Job Readiness Training Monthly Progress Report form to document monthly service provision.
- 6. If the VR Client's service objectives have changed to include Employment Services, revise the Client Service Plan to include the Employment Services and obtain the VR Counselor's and VR Client's approval of the revision.
  - 7. Initiate Employment Services, as authorized and agreed to, within twelve (12) business days of receipt of the RA Purchasing Authorization.
    - a. If unable to initiate Employment Services within twelve (12) business days of receipt of the RSA Purchasing Authorization, notify VR Counselor through email documentation and include anticipated start date.

## 2.4 Service Provider (Vendor) Qualification Requirements

### 2.4.1 Utilize personnel or subcontractors who will provide direct client services who meet the following documented criteria, where applicable:

1. Demonstrate knowledge and competence by evidence of documented training and/or work experience, in the following areas, as appropriate:
  - a. Disabilities Awareness to include the following areas of impairment: deafness, blindness, physical, cognitive (learning disabilities), brain injury, developmental/cognitive, serious mental illness, etc.;
  - b. Barriers and issues that prevent individuals with disabilities (particularly severe disabilities) from entering and succeeding in the workplace;
  - c. Strategies necessary for achieving successful, long-term employment outcomes for individuals with disabilities and how these strategies will lead to improved employment outcomes; and
  - d. Work Readiness and Employability Skills.

### 2.4.2 Utilize personnel or subcontractors who will provide direct client services and who meet the documented criteria, and if applicable, maintain active professional license(s) or certification(s) in compliance with the State of Arizona and/or their respective licensure/certification bodies.

### 2.4.3 Rehabilitation Instructional Services (RIS)

1. Utilize personnel or subcontractors who supervise the service, provide instruction, and approve admission and progress reports who meet the following documented criteria:
  - a. These individuals must meet the criteria in 2.4.1.1. above; and
  - b. Hold a Master's Degree in a related field (e.g., Rehabilitation Counseling, Psychology, Sociology, Education, etc.) with documentation of one (1) year of full-time employment working with individuals with disabilities; or
  - c. Hold a Bachelor's degree in a related field (e.g., Rehabilitation Counseling, Deaf Studies, Psychology, Sociology, Education, etc.) with documentation of two (2) years' full-time employment in working with individuals with disabilities; or
  - d. Hold a high school diploma or G.E.D with documentation of five (5) years of experience directly working with individuals with disabilities, preferably involved in the provision of vocational rehabilitation services.
2. Adjustment to Disability (AD):
  - a. Have at least one (1) year of Adjustment to Disability counseling experience with persons with blindness or vision impairment; or
  - b. Hold a Master's degree in Rehabilitation Counseling or equivalent degree; or
  - c. Hold a Commission on Rehabilitation Counseling Certification (CRCC); or
  - d. Hold a certification as a Vision Rehabilitation Therapist (CVRT), Low Vision Specialist (CLVS) by the Academy for Certification of Vision Rehabilitation & Education Professionals (ACVREP); or
  - e. Hold a National Certification in Rehabilitation Teaching for the Blind (NCRTB).
3. Orientation and Mobility (O&M) Training:
  - a. Hold a certification in Orientation and Mobility service provision by the Academy for Certification of Vision Rehabilitation & Education Professionals (ACVREP); or
  - b. Hold a National Orientation and Mobility Certification (NOMC) through the National Blindness Professional Certification Board (NBPCB).
4. Communication Skills Training (CST):
  - a. Have at least one (1) year documented experience in teaching Braille to persons with blindness or vision impairment; or
  - b. Have at least one (1) or more of the of the following:
    - 1) Hold a National Certification in Unified English Braille through the National Blindness Professional Certification Board (NBPCB); or
    - 2) A state-level Braille exam, such as the one administered by the University of Arizona and accepted by the AZ Department of Education; or
    - 3) Hold a Braille Certification through the Library of Congress program.
5. Work-Related Living Skills Training (WRLST):

- a. Holds a certification as a Vision Rehabilitation Therapist (CVRT), Low Vision Specialist (CLVS) or Teacher for the Visually Impaired (CTVI) by the Academy for Certification of Vision Rehabilitation & Education Professionals (ACVREP); or
- b. A licensed Occupational Therapist with training in blindness; or
- c. Hold a National Certification in Rehabilitation Teaching through the National Blindness Professional Certification Board (NBPCB); or
- d. Have at least three (3) years documented experience in teaching daily living skills to persons with blindness or vision impairment.

#### 2.4.4 Assistive Technology Services

1. Utilize personnel or subcontractors who supervise the service, provide instruction, and approve admission and progress reports who meet the following documented criteria:
  - a. These individuals must meet the criteria in 2.4.3.1. above; and
  - b. Hold a Master's Degree in a related field (e.g., Rehabilitation Counseling, Psychology, Sociology, Education, etc.) with documentation of one (1) year of full-time employment working with individuals with disabilities; or
  - c. Hold a Bachelor's degree in a related field (e.g., Rehabilitation Counseling, Deaf Studies, Psychology, Sociology, Education, etc.) with documentation of two (2) years' full-time employment in working with individuals with disabilities; or
  - d. Hold a high school diploma or G.E.D with documentation of five (5) years of experience directly working with individuals with disabilities, preferably involved in the provision of vocational rehabilitation services.
2. Hold a Bachelor's degree in Rehabilitation Engineering, Occupational Therapy, Information Technology or a similar field; or
3. Hold certificates in Assistive Technology (AT) from the Academy for Certification of Vision Rehabilitation & Education Professionals (ACVREP), National Certification Assistive Technology for the Blind (NCATB), or a similar organization; or
4. Have at least one (1) year documented experience with teaching Assistive Technology (AT) to persons with blindness or vision impairment; or
5. Have at least one (1) year documented experience with installing and configuring Assistive Technology (AT) products and Information Technologies to persons with blindness or vision impairment; or
6. Have documented product-specific training from manufacturers, or other documented product expertise relevant to persons with blindness or vision impairment in a minimum of two (2) comparable products from the following categories: hardware, software, and other products, to include speech input software; voice and switch-activated phones; magnification software; braille embossers; braille transcription software; refreshable Braille displays; optical character recognition; digital book players; electronic note takers; screen readers; daily living aids; mobile devices and applications; multi-level digitized speech devices; synthesized speech devices; mobile devices with AAC apps or software that may utilize multi-meaning icons or other symbol systems including ASL, pictures, videos, letters, words and/or phrases; amplification technologies and accessories.

#### 2.4.5 Educational Support Services (Supported Education and Tutoring Services)

1. Supported Education:
  - a. These individuals must meet the criteria in 2.4.3.1.a-b above; and
  - b. Hold a Master's Degree in a related field (e.g., Rehabilitation Counseling, Psychology, Sociology, Education, etc.) with documentation of one (1) year of full-time employment working with individuals with disabilities; or
  - c. Hold a Bachelor's degree in a related field (e.g., Rehabilitation Counseling, Psychology, Sociology, Education, etc.) with documentation of two (2) years full-time employment working with individuals with disabilities; or
  - d. Hold a high school diploma or G.E.D with documentation of five (5) years full-time employment working with individuals with disabilities.
  - e. 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 one (1) year of documented experience (preferably working with individuals with disabilities and involved in

the provision of vocational rehabilitation services). These individuals must be under the direction and supervision of personnel who meet the criteria in 2.4.5.1.a-d above.

## 2. Tutoring Services:

- a. Personnel who supervise the services and approve admission and progress reports meet the following documented criteria:
  - 1) These individuals must meet the criteria in 2.4.3.1. above; and
  - 2) Hold a Master's Degree in a related field (e.g., Rehabilitation Counseling, Psychology, Sociology, Education, etc.) with documentation of one (1) year of full-time employment working with individuals with disabilities; or
  - 3) Hold a Bachelor's degree in a related field (e.g., Rehabilitation Counseling, Psychology, Sociology, Education, etc.) with documentation of two (2) years' full-time employment working with individuals with disabilities; or
  - 4) Hold a high school diploma or G.E.D with documentation of five (5) years of full-time employment working with individuals with disabilities.
- b. Personnel who provide these direct client services shall have one (1) year of relevant teaching experience in related field, and meet the following documented criteria:
  - 1) For Math Tutoring:
    - a) A valid teacher certification or at minimum a Bachelor's degree; and
    - b) A minimum twelve (12) credit hours in calculus, algebra, trigonometry, introductions to number theory and modern algebra, formal mathematical reasoning and writing, topics in geometry, analysis of ordinary differential equations, introduction to probability theory, history of mathematics, synthesis of mathematical concepts, quantitative analysis.
  - 2) For English/Language Arts Tutoring:
    - a) A valid teacher certification or at minimum a Bachelor's degree; and
    - b) A minimum twelve (12) credit hours in composition, English grammar, linguistics, literature, reading including reading methods; and
    - c) For English Tutoring to individuals who are deaf, Sign Language skill level that meets the criteria for Sign Language Interpreters as stated in Exhibit C2.
  - 3) For Tutoring in other subject areas:
    - a) A minimum Bachelor's degree in the subject academic area (e.g., physics, chemistry, biology, foreign languages); or
    - b) A College Reading and Learning Association (CRLA) Tutor Certification; or
    - c) Have an Associate's degree or sixty (60) semester hours of coursework documented on an official transcript from an accredited institution of higher education. These individuals must be under the direction and supervision of a personnel who meets the criteria in 2.4.5.2.a above.

## 2.4.6 Job Training

1. These individuals must meet the criteria in 2.4.3.1. above; and
2. Hold a Master's Degree in a related field (e.g., Rehabilitation Counseling, Psychology, Sociology, Education, etc.) with documentation of one (1) year of full-time employment working with individuals with disabilities; or
3. Hold a Bachelor's Degree in a related field (e.g., Rehabilitation Counseling, Psychology, Sociology, Education, etc.) with documentation of two (2) years of full-time employment working with individuals with disabilities; or
4. Hold a high school diploma or G.E.D with documentation of five (5) years of full-time employment working with individuals with disabilities.
5. 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 one (1) year of documented experience (preferably working with individuals with disabilities and involved in the provision of vocational rehabilitation services). These individuals must be under the direction and supervision of personnel who meet the criteria in 2.4.6.1-4 above.

## 2.4.7 Employment Services (Career Exploration and Job Readiness Training)

1. These individuals must meet the criteria in 2.4.3.1. above; and
2. Hold a Master's Degree in a related field (e.g., Rehabilitation Counseling, Psychology, Sociology,

Education, etc.) with documentation of one (1) year of full-time employment working with individuals with disabilities; or

3. Hold a Bachelor's degree in a related field (e.g., Rehabilitation Counseling, Psychology, Sociology, Education, etc.) with documentation of two (2) years full-time employment working with individuals with disabilities; or
4. Hold a high school diploma or G.E.D with documentation of five (5) years full-time employment working with individuals with disabilities.
5. 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 one (1) year of documented experience (preferably working with individuals with disabilities and involved in the provision of vocational rehabilitation services). These individuals must be under the direction and supervision of personnel who meet the criteria in 2.4.7.1-4 above.

2.4.8 Provide Sign Language and Foreign Language services through personnel who meet the qualifications listed in Exhibit C2.

## 2.5 Administrative Requirements

2.5.1 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. Comprehensive Disability Related Training Services for the Blind and Visually Impaired Assessment Report;
4. Comprehensive Disability Related Training Services for the Blind and Visually Impaired Client Service Plan;
5. Comprehensive Disability Related Training Services for the Blind and Visually Impaired Monthly Progress Report;
6. Comprehensive Disability Related Training Services for the Blind and Visually Impaired Supported Education Monthly Progress Report, if applicable;
7. Comprehensive Disability Related Training Services for the Blind and Visually Impaired Tutoring Services Monthly Progress Report, if applicable;
8. Comprehensive Disability Related Training Services for the Blind and Visually Impaired Job Training Monthly Progress Report, if applicable;
9. Comprehensive Disability Related Training Services for the Blind and Visually Impaired Career Exploration Monthly Progress Report, if applicable;
10. Comprehensive Disability Related Training Services for the Blind and Visually Impaired Job Readiness Training Monthly Progress Report, if applicable;
11. Comprehensive Disability Related Training Services for the Blind and Visually Impaired Equipment Request and Verification Form, if applicable;
12. Comprehensive Disability Related Training Services for the Blind and Visually Impaired Comp BVI VR Client In-State Travel Reimbursement Form, if applicable;
13. Comprehensive Disability Related Training Services for the Blind and Visually Impaired Supported Educational Checklist, if applicable;
14. Comprehensive Disability Related Training Services for the Blind and Visually Impaired Career Exploration Summary, if applicable;
15. Comprehensive Disability Related Training Services for the Blind and Visually Impaired Career Exploration Labor Market Survey, if applicable;
16. Comprehensive Disability Related Training Services for the Blind and Visually Impaired Career Exploration Informational Interviewing, if applicable;
17. Comprehensive Disability Related Training Services for the Blind and Visually Impaired Service Completion Report upon completion of Core Blindness Training;
18. Comprehensive Disability Related Training Services for the Blind and Visually Impaired Supported Education Service Completion Report, upon completion of Supported Education;
19. Comprehensive Disability Related Training Services for the Blind and Visually Impaired Tutoring Services Service Completion Report, upon completion of Tutoring Services;
20. Comprehensive Disability Related Training Services for the Blind and Visually Impaired Job Training Service Completion Report, upon completion of Job Training;

21. Comprehensive Disability Related Training Services for the Blind and Visually Impaired Career Exploration Service Completion Report, upon completion of Career Exploration;
  22. Comprehensive Disability Related Training Services for the Blind and Visually Impaired Job Readiness Training Service Completion Report, upon completion of Job Readiness Training; and
  23. Accessible electronic copies of the receipts indicating the actual cost of products or services that the Vendor incurred. In the event an accessible version of a receipt is not available (e.g., from physical brick-and-mortar stores), an electronic (scanned) copy of the receipt will be accepted.
  24. A record of the Vendor's personnel time spent providing services; and
  25. Other documents relevant to service provision.
- 2.5.2 Have a Quality Management Plan in order to continuously monitor the delivery of services and to ensure that the service provision meets the VR Client's objectives to include the following:
1. Incident management, corrective action and preventions;
  2. Complaints and grievances;
  3. Monitoring and evaluating the service provision, e.g., measurement of outcomes as it relates to the VR Client's objectives, and the improvement of the quality of services; and
  4. Routine monitoring of Vendor personnel and subcontractors to ensure the effectiveness of the relationship between the client and direct service personnel.
- 2.5.3 Adhere to the Vendor Code of Conduct (Exhibit C).
- 2.5.4 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 outcome for Comprehensive Disability Related Training Services for the Blind and Visually Impaired is for the VR Client to acquire a Skill Level of 3 in Core Blindness Training and shall acquire the skills stated in the Client Service Plan. The VR Client Skill Level shall be measured as:

Skill Level	Description
0	Demonstrates No Skill
1	Demonstrates Limited or Inconsistent Skill Performance
2	Demonstrates Basic, but Inconsistent Skill Performance
3	Demonstrates Good and Consistent Skill Performance
4	Excellent Skills

- 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 VR Clients referred to the Vendor shall be accepted for services.
- 3.2.2 **Performance Standard #2 - Completion Rate:** At a minimum, ninety percent (90%) of VR Clients who were accepted by the Vendor and participate in the program shall successfully complete the objectives identified for Core Blindness Training and shall acquire and demonstrate Skill Level 3 for each training area agreed upon in the Client Service Plan.
1. VR Clients who drop out of the program due to their dissatisfaction with the quality of the Vendor's service provision are included in the Performance Standard. This does not include dissatisfaction with the Vendor's instructional method or philosophy.
  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.) are not included in Performance Standard #2.
- 3.2.3 **Performance Standard #3 - Completion Rate:** At a minimum, fifty-five percent (55%) of the VR

Clients accepted by the Vendor, and who have successfully completed Employment Services, shall secure a job placement and remain employed for at least ninety (90) days, in alignment with the specified VR Client Vocational Goal identified in the agreed upon Client Service Plan.

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. VR Clients who only complete Career Exploration or Work Adjustment Training will not be counted towards this Performance Standard; and
4. Short Term Job Supports services will not be included when calculating Performance Standard #3.

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. The MSP and ADES/RSA will analyze the Vendor's progress in achieving the overall minimum acceptable service standards.

3.3. 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.

3.3.1 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, 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 Payment Units**

4.2.1 One (1) Residential Daily Rate equals twenty-four (24) hours of residential services provided to one (1) VR Client in a residential setting that emphasizes work-related living skills and meets all regulatory health and safety codes, and licensing standards of the residing State.

1. The minimum required services include room and board and the availability of three (3) meals each day.

4.2.2 One (1) Comprehensive Disability Related Training Services for the Blind and Visually Impaired Assessment for one (1) VR Client.

4.2.3 The Payment Unit is one (1) hour, which equals sixty (60) minutes of actual time spent providing Comprehensive Disability Related Training Services for the Blind and Visually Impaired 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. Rehabilitation Instructional Services:
  - a. Adjustment to Disability (AD);
  - b. Orientation and Mobility (O&M) Training;
  - c. Communication Skills Training (CST); and
  - d. Work-Related Living Skills Training (WRLST).

2. Assistive Technology (AT) Services

3. Educational Support Services:

- a. Supported Education; and
- b. Tutoring Services.

#### 4. Employment Services:

- a. Career Exploration; and
- b. Job Readiness Training

- 4.2.4 The Vendor shall bill only for time spent providing Comprehensive Disability Related Training Services for the Blind and Visually Impaired service activities that last longer than fifteen (15) minutes:
1. With VR Clients face-to-face, by video conference, or by phone calls; and
  2. With VR Counselors face-to-face, by video conference, or by phone calls to discuss specific issues pertaining to VR Clients.
- 4.2.5 Multiple Comprehensive Disability Related Training Services for the Blind and Visually Impaired 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.
- 4.2.6 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.
- 4.3 Job Training Payment unit is one (1) hour, which equals sixty (60) minutes of actual time spent providing Job Training service activities to one (1) VR Client. This training may be provided individually or in a group setting.
1. Payment for Job Training service activities shall not exceed the maximum number of hours specified in the approved curriculum.
  2. 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.
- 4.3.1 One-on-One Job Training Instruction
1. Payment unit is one (1) hour, which equals sixty (60) minutes of actual time spent providing authorized One-on-One Job Training Instruction to one (1) VR Client.
  2. 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.
- 4.3.2 Work-Based Learning Experience
1. Payment unit is one (1) hour, which equals sixty (60) minutes of actual time spent providing an authorized Work-Based Learning Experience to one (1) VR Client.
  2. 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.
- 4.4 Emergency Support Service Reimbursement: The cost of Emergency Support Services shall be approved by the VR Counselor after Emergency Support Services are provided. Emergency Support

Services shall be reimbursed only after comparable benefits have been determined unattainable and verification that the VR Client's insurance will not cover the cost.

- 4.5 Supplemental Support Services: The cost of Supplemental Support Services provided directly by the Vendor shall be authorized at the Vendor's usual and customary rate (e.g., Comprehensive Clinical Low Vision Exam, Psychological Counseling, Psychiatry Exam(s), Physical Therapy, other applicable services).
  1. For Transportation reimbursement: The Vendor shall be reimbursed for the actual costs incurred, which may not exceed the State of Arizona Travel Rates.
- 4.6 VR Client In-State Travel Reimbursement:
  1. Transportation of a VR Client from the Vendor facility to a service-related appointment or work site by Vendor personnel, who remain to provide direct Client services, must be pre-approved by the VR Counselor, and must utilize the State of Arizona Accounting Manual (SAAM), and include supporting documentation to validate the travel.
  2. Vendors must submit their monthly Comp BVI VR Client In-State Travel Reimbursement Form, per authorization, through the MSP's Vendor Management System (VMS).
- 4.7 Assistive Technology and Low Vision Product Reimbursement: The Vendor shall be reimbursed for the actual costs incurred after receipt of approval through an amended RSA Purchase Authorization and purchase of the goods and services for the VR Client.
- 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.

## **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 Comprehensive Disability Related Training Services for the Blind and Visually Impaired 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. Comprehensive Disability Related Training Services for the Blind and Visually Impaired Assessment Report;
    2. Comprehensive Disability Related Training Services for the Blind and Visually Impaired Client Service Plan;
    3. Comprehensive Disability Related Training Services for the Blind and Visually Impaired Monthly Progress Report;
    4. Comprehensive Disability Related Training Services for the Blind and Visually Impaired Supported Education Monthly Progress Report, if applicable;
    5. Comprehensive Disability Related Training Services for the Blind and Visually Impaired Tutoring Services Monthly Progress Report, if applicable;
    6. Comprehensive Disability Related Training Services for the Blind and Visually Impaired Job Training Monthly Progress Report, if applicable;
    7. Comprehensive Disability Related Training Services for the Blind and Visually Impaired Career Exploration Monthly Progress Report, if applicable;
    8. Comprehensive Disability Related Training Services for the Blind and Visually Impaired Job Readiness Training Monthly Progress Report, if applicable;

9. Comprehensive Disability Related Training Services for the Blind and Visually Impaired Equipment Request and Verification Form, if applicable;
10. Comprehensive Disability Related Training Services for the Blind and Visually Impaired Comp BVI VR Client In-State Travel Reimbursement Form, if applicable;
11. Comprehensive Disability Related Training Services for the Blind and Visually Impaired Supported Educational Checklist, if applicable;
12. Comprehensive Disability Related Training Services for the Blind and Visually Impaired Career Exploration Summary, if applicable;
13. Comprehensive Disability Related Training Services for the Blind and Visually Impaired Career Exploration Labor Market Survey, if applicable;
14. Comprehensive Disability Related Training Services for the Blind and Visually Impaired Career Exploration Informational Interviewing, if applicable;
15. Comprehensive Disability Related Training Services for the Blind and Visually Impaired Service Completion Report upon completion of Core Blindness Training;
16. Comprehensive Disability Related Training Services for the Blind and Visually Impaired Supported Education Service Completion Report, upon completion of Supported Education;
17. Comprehensive Disability Related Training Services for the Blind and Visually Impaired Tutoring Services Service Completion Report, upon completion of Tutoring Services;
18. Comprehensive Disability Related Training Services for the Blind and Visually Impaired Job Training Service Completion Report, upon completion of Job Training;
19. Comprehensive Disability Related Training Services for the Blind and Visually Impaired Career Exploration Service Completion Report, upon completion of Career Exploration;
20. Comprehensive Disability Related Training Services for the Blind and Visually Impaired Job Readiness Training Service Completion Report, upon completion of Job Readiness Training; and
21. Accessible electronic copies of the receipts indicating the actual cost of products or services that the Vendor incurred. In the event an accessible version of a receipt is not available (e.g., from physical brick-and-mortar stores), an electronic (scanned) copy of the receipt will be accepted.

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.

5.2 Submit to the MSP as appropriate:

- 5.2.1 Verification of the qualifications of staff or subcontractors, using the 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;
  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 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.