

Exhibit F

Job Training 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 Job Training (JT) means a systematic training program, in a disability-friendly environment, that prepares persons with disabilities for entry-level employment opportunities or for career advancement in the competitive and integrated labor market.
 - 1.1.1 RSA uses a separate purchasing method for accredited and certified training programs which are not included in this service.
 - 1.1.2 This service provides a Job Training program that may include, but are not limited to the following career areas:
 1. Customer Service Representative (e.g., positions in business support services industry, the telecommunications industry, manufacturing, wholesale trade, etc.);
 2. Computer Technology (e.g., application programming, etc.);
 3. Clerical Technology (e.g., data entry, filing, general office work, use of computer applications, database maintenance, etc.);
 4. Training for Home Based Employment in various career fields listed as growing in the "Growing and Declining Industries" reported by the Department of Labor Statistics;
 5. Peer Mentoring Training program to prepare VR Clients with the skills necessary to obtain various paraprofessional positions in behavioral health services (e.g., peer support specialists, behavioral health aides);
 6. Any other occupational field listed as growing in the "Growing and Declining Industries" reported by the Department of Labor Statistics.
 - 1.1.3 Job Training consist of:
 1. Job Training services include systematic instruction in a disability-friendly environment to prepare VR Clients for entry-level employment opportunities or for career advancement in a competitive labor market.
 2. One-on-One Job Training Instruction is intended for VR Clients who have extreme difficulties accomplishing training objectives due to the nature of their disability as determined jointly by the Vendor, the VR Counselor and the VR Client. These VR Clients shall attend the chosen Job Training program with other VR Clients. One-on-One instruction may be authorized in addition to the regular training program to assist the VR Client to complete the program within the established timeframe.
 3. Internship includes practical learning experience in a real work environment to develop the skills needed to obtain entry-level employment, such as learning about a job by "shadowing" an employee, working under the guidance of an employee as a mentor, or any other supervised work experience.
- 1.2 Eligibility for individuals to receive this service is determined by the designated VR Counselor. Referrals for this service are based on the VR Client's individual service needs and choice in conjunction with their VR Counselor.
- 1.3 This service is not intended to provide any other service not herein specified.
- 1.4 Worker's Compensation coverage will be provided for VR Clients who participate in short-term work experiences pursuant to A.R.S. § 23.901.6(f), provided that no employer-employment relationship is established.

1.5 Definitions: Terms are defined in Exhibit C3.

2.0 SERVICE REQUIREMENTS

The Vendor shall:

2.1 General Requirements

- 2.1.1 Provide all services in a manner that is culturally relevant and linguistically appropriate to the population to be served;
- 2.1.2 Communicate, either directly or through the assistance of professional services, in modes of communication accessible to those who have limited speaking ability (i.e., 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. Services to the Deaf-Blind require staff certified in Tactile Sign Language, etc.).
- 2.1.4 Make reasonable accommodations under the Americans with Disability Act of 1990, as amended, to give people with disabilities an equal opportunity to benefit from program, services, and activities; and
- 2.1.5 Provide all services only after receiving a written authorization from the RSA System of Record through the MSP. Verbal authorizations, or any authorization not issued by the RSA System of Record, are not valid.
- 2.1.6 Not provide services or make any changes to service level provision (e.g., increase or decrease of units of service) without notice of a written authorization from the MSP for the change at least three (3) business days prior to the expiration of the existing RSA Purchase Authorization. Authorizations from the VR Counselor or other ADES personnel are not valid.

2.2 Service Provision - Provide services as follows:

- 2.2.1 Provide the Job Training syllabus to the VR Client and implement the competency-based training curriculum as approved by RSA for each type of Job Training program offered under the MSP. The Job Training curriculum must include the following:
 - 1. A training plan, including objectives to be achieved;
 - 2. The description of the occupation(s) for which training is to be provided, to include entry level qualifications and skills requirements, job outlook and current employment opportunities with local employers and throughout the State of Arizona;
 - 3. 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;
 - 4. 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
 - 5. The conditions under which the training may be terminated.
- 2.2.2 All Job Training curricula shall be relevant to the current job market and must be approved by RSA prior to being implemented.
- 2.2.3 Submit through the MSP any new or updated Job Training curriculum for each type of Job Training program, including the syllabus and outline.
- 2.2.4 Develop the VR Client's basic workplace competencies and job readiness skills necessary to obtain an entry level job in the competitive and integrated labor market, to at minimum include:
 - 1. Customer service, including skills necessary for communication with customers via telephone, email or in written format, assessment of customer needs, meeting quality service standards and evaluation of customer satisfaction;

2. Interaction with computers, including use of basic office software, navigation of the internet, and familiarization with basic computer hardware;
 3. Information processing, including recording, obtaining, receiving, analyzing and utilizing data or information to effectively complete job tasks;
 4. Professional communication skills for interaction with customers, peers, superiors and subordinates including active listening and speaking with others to convey information effectively;
 5. Peer Mentoring Training program to prepare VR Clients with the skills necessary to obtain various paraprofessional positions in behavioral health services (e.g., peer support specialists, behavioral health aides); and
 6. Any other occupational field listed as growing in the “Growing and Declining Industries” reported by the Department of Labor Statistics.
- 2.2.5 Review and be familiar with the referral information and disability-related issues submitted by the referring VR Counselor prior to the initial meeting with the VR Client to determine if the training program is appropriate for the VR Client.
1. Assess the VR Client’s abilities against the minimum acceptance criteria for participation in Job Training as specified in the training curriculum developed by the Vendor.
- 2.2.6 Client Service Plan Development
1. Schedule a meeting with the VR Client, the referring VR Counselor, and if applicable, the VR Client’s Guardian/Representative within seven (7) business days after receipt of an assignment from the MSP for Client Service Plan development.
 - a. The meeting shall be face-to-face or by video conference and include the Vendor, VR Counselor, VR Client, and if applicable, VR Client’s Guardian/Representative, to determine whether the services and the Vendor are appropriate for the VR Client.
 - b. The Client Service Plan meeting shall not exceed one (1) hour, unless previously authorized by VR Counselor.
 - c. Develop and agree upon the services the VR Client will receive; and
 - d. Complete the Client Service Plan (Exhibit F1) form.
- 2.2.7 Provide Job Training as described in the agreed upon Client Service Plan and approved curriculum.
1. Initiate service provision within twelve (12) business days only after completion of the Client Service Plan.
 - a. Place VR Clients in the training program in the order in which the assignment of each VR Client is received. If there is a waiting list for admission to the training program, coordinate with the VR Counselor to provide written approval to the Vendor and the MSP.
 - b. The delay in starting the training shall not exceed three (3) months from the date of the Client Service Plan meeting. Through the MSP, notify the VR Counselor if this standard cannot be met.
 - c. Keep the referring VR Counselor, MSP and the VR Client informed about the VR Client’s position on the waiting list every month by email.
 2. Utilize modified equipment, fixtures, material, or any other aids deemed necessary in order to meet the physical, mental or sensory needs of the VR Client.
 3. Use appropriate instructional techniques and resources in respect to cultural, gender, and lifestyle differences.
 4. 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.
 5. Monitor the VR Client’s progress and provide ongoing support and feedback to help the VR Client complete the Job Training program.
- 2.2.8 Notify the referring VR Counselor and the MSP:
1. Through email documentation within one (1) business day when two (2) attempts to contact the VR Client have been unsuccessful or the VR Client fails to actively participate in services on a consistent basis.

2. Through email documentation within one (1) business day if the VR Client is encountering serious difficulties and problems that interfere with successful completion of the agreed upon objective(s).
- 2.2.9 Obtain the VR Counselor's approval in the form of a new or an amended RSA Purchase Authorization from the MSP prior to making any changes to the level of service provision (e.g., increase or decrease of units of service), and at least three (3) business days prior to the expiration of the RSA Purchase Authorization. Verbal authorizations are not valid.
- 2.2.10 Hold meetings with the VR Counselor and the VR Client, as needed, to discuss the VR Client's progress toward successful completion of the Job Training Program.
- 2.2.11 One-on-One Job Training Instruction
1. Provide One-on-One Job Training Instruction to the VR Client upon receipt of an authorization from the MSP indicating One-on-One Training Instruction.
 2. One-on-One Training Instruction is to be provided, if authorized, in addition to the regular training program to assist the VR Client to complete the program within the established timeframe.
- 2.2.12 Internship
1. If applicable, offer an internship program to the VR Client. The Internship may be a paid or an unpaid work experience.
 2. Locate a work site for the VR Client to complete, at a minimum, eighty (80) hours of Internship and report in writing the location of the worksite and the VR Client's start date to the VR Counselor and copy the MSP.
 3. Start the Internship no more than seven (7) business days after completion of Job Training and receipt of an RSA Purchase Authorization from the MSP authorizing Internship.
 4. Monitor the VR Client's progress and provide ongoing support and feedback to help the VR Client complete the internship program.
- 2.2.13 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.
1. 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 Training rate.
 2. 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 Service Provider (Vendor) Qualification Requirements
- 2.3.1 Utilize personnel or subcontractors who supervise the services, provide Job Training instruction, and approve 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 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;
 - d. Work Readiness and Employability Skills; 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.
- 2.3.2 Personnel who do not have the above qualifications, but who provide direct services under this Service Specification shall have a high school diploma or G.E.D and 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 2.3.1 above.
- 2.3.3 Provide Sign Language and Foreign Language services through personnel who meet the qualifications listed in Exhibit C2.
- 2.4 Administrative Requirements
 - 2.4.1 Establish and maintain a VR Client case file that includes:
 1. Assignment of service(s) to the VR Client, including referral information;
 2. RSA Purchase Authorization(s);
 3. Job Training Client Service Plan (Exhibit F1);
 4. Job Training Monthly Progress Report(s) (Exhibit F2);
 5. Job Training Service Closure Report (Exhibit F3)
 6. Certificate of Completion, if appropriate, with 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 an entry level job in the competitive labor market.
 - d. Completion of an internship, if applicable.
 7. A record of the Vendor's personnel time spent providing service; and
 8. Other documents relevant to the service provision.
 - 2.4.2 Have a Quality Management Plan in order to continuously monitor the delivery of services and to ensure that the service provision meets the VR 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 its personnel and subcontractors to ensure the effectiveness of the relationship between the VR Client and direct service personnel.
 - 2.4.3 Adhere to the Vendor Code of Conduct (Exhibit C).
 - 2.4.4 Adhere to the requirements of the Rehabilitation Act and its implementing regulations 34 CFR 361.51 "Standards for facilities and providers of services".

3.0 VENDOR PERFORMANCE EVALUATION

- 3.1 Service Outcome: The VR Client shall acquire job-specific skills which will enable the VR Client to secure employment in the competitive labor market at the entry level.
- 3.2 Performance Standards. The Vendor shall meet the following minimum acceptable performance standards during the quarter:
 - 3.2.1 **Performance Standard #1 - Acceptance Rate:** At a minimum, eighty percent (80%) of the VR Clients referred for services shall be accepted by the Vendor;
 - 3.2.2 **Performance Standard #2 - Completion Rate:** In accordance with the Client Service Plan, ninety percent (90%) of VR Clients admitted to the program shall successfully complete their Job Training program by demonstrating competency in the entry-level skills, knowledge and qualifications for the occupation as identified in the Job Training Curriculum for that occupation.
 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 toward 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 reason, 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 toward this Performance Standard; and
- 3.2.3 **Performance Standard #3 - Reporting:** The Vendor shall submit no less than ninety percent (90%) of their initial Reporting Packets completely and accurately, as defined by the MSP, by the established timelines identified within these Service Specifications.
- 3.3 The MSP and ADES/RSA will analyze the Vendor's progress in achieving the overall minimum acceptable service standards.
 - 3.3.1 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.
 - 3.3.2 The results of the data analysis may be shared with VR Clients and VR Counselors as part of informed choice in selecting the services among available Vendors.

4.0 PAYMENT

- 4.1 Payment rates are all inclusive, which means they include the Vendor's staff time, administrative costs, research, report preparation, travel time and mileage, time lost due to VR Client missed appointments ("no shows"), and any other costs associated with the service provision. RSA will not pay for these costs separately with exception to when there is a "no show" at the initial Client Service Plan meeting by either two (2) of the three (3) required parties, the VR Counselor or VR Client.
- 4.2 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.
- 4.2.1 One-on-One Job Training Instruction
 1. Payment unit is one (1) hour, which equals sixty (60) minutes of actual time spent providing 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.
- 4.2.2 Internship
 1. Payment unit is one (1) completed Internship, for programs that require an internship.
- 4.3 The Vendor shall bill only for time spent providing Job Training that last longer than fifteen (15) minutes:
 - 4.3.1 With VR Clients face-to-face, by video conference, or by phone calls;
 - 4.3.2 With a community agency representative (related to access to educational or community services) or an employer face-to-face, by video conference, or by phone calls to resolve issues raised by the VR Client or other party; and
 - 4.3.3 With VR Counselors face-to-face, by video conference, or by phone calls to discuss specific issues pertaining to VR Clients.

- 4.4 The Vendor will not be paid for Job Training service activities provided to VR Clients for whom also receive payment for the same service by any other source of funding (e.g., Regional Behavioral Health Authorities, Division of Developmental Disabilities, TANF, etc.).
- 4.5 Multiple Job Training service activities, as specified above, that are provided during a single date of service that lasts less than fifteen (15) minutes may not be combined. Example: Same date of service - one (1) phone call with the VR Client to discuss service provision, lasting five (5) minutes and one (1) phone call with the VR Counselor to discuss challenges the VR Client is encountering lasting ten (10) minutes, cannot be combined.
- 4.6 Vendors are responsible for notifying RSA through the MSP when an interpreter is required and provide service only after an amended Purchase Authorization has been issued. Reimbursement for the use of interpreters for American Sign Language (ASL) or foreign language(s) shall be made at the actual expenses incurred and upon submission of verifying documentation with the invoice.
- 4.7 No charge for any service shall be accepted by or paid by RSA if submitted to RSA more than seventy-five (75) calendar days after the end of the reporting period (e.g., if services were provided during the March reporting period, RSA will not accept a Reporting Packet submitted after June 14th).

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 Job Training 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. Job Training Client Service Plan (Exhibit F1);
 - 2. Job Training Monthly Progress Report (Exhibit F2) to report the VR Client's progression during the reporting period;
 - 3. Job Training Service Closure Report (Exhibit F3) within thirty (30) days after service closure for any reason.
 - 5.1.2 Incomplete or inaccurate Reporting Packets, report(s) or supporting document(s), will not be processed and will be returned to the Vendor. The Vendor will be responsible to submit a corrected request and/or a corrected reporting packet.
 - 5.1.3 Reporting Packets submitted with multiple PDFs will not be processed and will be returned to the Vendor. The Vendor is responsible for submitting one (1) PDF Reporting Packet completely and accurately through the MSP's program for each individual VR Client.
- 5.2 Submit to the MSP as appropriate:
 - 5.2.1 Verification of the qualifications of staff or subcontractors, using Exhibit F4, 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 toward 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 that the Vendor submit additional or revised reports related to the service provision and performance.
 - 5.4.2 Reporting requirements, methods and/or formats (Exhibits, including Service Specifications) may be changed without amendment.
 - 5.4.3 The Vendor will be notified in writing about any change in reporting forms through the Managed Service Provision Contractor.