

Exhibit G

Vocational Assessment 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 Vocational Assessment (VA) is an individualized and systematic evaluation of a VR Client's vocational potentials and employment-related strengths and limitations, gathering employability-related information to assist and empower the VR Client in making vocational decisions. The evaluation may include VR referral information, intake interviews, vocational testing, behavioral observation and work activities (in either real or simulated work environment) for assessing the VR Client's vocational capabilities, exploring vocational areas and guiding employment choices. A VR Client may be referred for one (1) or more evaluation(s) depending on the VR Client's individual needs.
- 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 At least one (1) type of evaluation and the Post-Service Consultation Meeting, if authorized, shall be provided by the Vendor. The following types of evaluations are included in this service:
 - 1.4.1 Basic Vocational Evaluation;
 - 1.4.2 Moderate Vocational Evaluation;
 - 1.4.3 Comprehensive Vocational Evaluation;
 - 1.4.4 Comprehensive Vocational Evaluation Utilizing McCarron-Dial System; and
 - 1.4.5 Post-Service Consultation Meeting.
- 1.5 Definitions: Terms are defined in Exhibit C3.

2.0 SERVICE REQUIREMENTS:

The Vendor shall:

- 2.1 General Requirements
 - 2.1.1 Provide all services in a manner that is culturally relevant and linguistically appropriate to the population to be served;
 - 2.1.2 Communicate, either directly or through the assistance of professional services, in modes of communication accessible to those who have limited speaking ability (e.g., Deaf/Hard of Hearing 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 Disabilities Act of 1990, as amended, to give people with disabilities an equal opportunity to benefit from program, services, and activities; and

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- 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.
- 2.1.7 Perform evaluations in a location which is well-lit and accommodates the comfort, health, and safety of the VR Client.
- 2.2 Service Provision - Provide services as follows:
 - 2.2.1 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.
 - 2.2.2 Schedule a meeting with the VR Client within seven (7) business days after receipt of an assignment from the MSP for the evaluation.
 - 2.2.3 To the maximum extent possible and appropriate, and in accordance with confidentiality requirements, use information provided after receipt of the RSA Purchase Authorization from the MSP to prepare for the evaluation.
 - 1. Information provided by the VR Counselor (e.g., vocational assessment, psychological assessment, school records, etc.); and/or
 - 2. Information provided by the VR Client and, where appropriate, by the VR Client's family or VR Client Guardian/Representative(s) as a primary source of information to the maximum extent possible and appropriate; and/or
 - 3. The results of any prior vocational evaluation(s) will be provided by the VR Counselor.
 - 2.2.4 Conduct the type of vocational evaluation authorized by the VR Counselor through the MSP. The following are minimum requirements for each type of vocational evaluation:
 - 1. Basic Vocational Evaluation is appropriate for VR Client's with a prior vocational evaluation when only basic updating of the previous vocational information is needed. This evaluation shall at a minimum include:
 - a. A comparison of prior and current findings vocational interests, aptitudes, and career aspirations;
 - b. Analysis of transferable skills, job seeking skills, knowledge of occupational information, and job keeping skills;
 - c. Analysis of the VR Client's potential for success in the specific field of work preferred by the VR Client (if any); and
 - d. Analysis of the VR Client's needs for job and other accommodations.
 - 2. Moderate Vocational Evaluation is appropriate for VR Client's who have not participated in any prior vocational testing and who require a more in-depth vocational evaluation than that described in Basic Vocational Evaluation. This evaluation shall at a minimum include:
 - a. Physical; psychomotor; cognitive; and sensory capacities and limitations;
 - b. Academic and vocational achievements;
 - c. Learning style, including ability to understand, recall, and respond;
 - d. Personal, social, and work-related behaviors (e.g., motivation, attitudes toward work, work tolerance, etc.);
 - e. Vocational interests, aptitudes, and career aspirations;
 - f. Analysis of transferable skills, job seeking skills, knowledge of occupational information, and job keeping skills;

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- g. Analysis of the VR Client's potential for success in the specific field of work preferred by the VR Client (if any); and
 - h. Analysis of the VR Client's needs for job and other accommodations.
 - 3. Comprehensive Vocational Evaluation is appropriate for VR Client's requiring a specialized, extensive vocational evaluation. This evaluation requires either on-the-job evaluation or simulated work evaluation which involves a real job task that exists in industry that should demonstrate the VR Client's ability to do the task successfully. Based on the results of the standardized testing, there shall be a minimum of three (3) work samples and a minimum of eight (8) hours of real or simulated work utilized for this evaluation. This evaluation shall be completed within a two (2) week period and shall at a minimum include:
 - a. An extensive description of the VR Client's assets, limitations, and detailed findings from a variety of assessment test batteries and techniques, including the use of real or simulated work;
 - b. Physical, psychomotor, cognitive, and sensory capacities and limitations;
 - c. Academic and vocational achievements;
 - d. Learning style including ability to understand, recall, and respond;
 - e. Personal, social, and work-related behaviors (e.g., motivation, attitudes toward work, work tolerance, etc.);
 - f. Vocational interests, aptitudes, and career aspirations;
 - g. Analysis of transferable skills, job seeking skills, knowledge of occupational information, and job keeping skills;
 - h. Analysis of the VR Client's potential for success in the specific field of work preferred by the VR Client (if any); and
 - i. Analysis of the VR Client's needs for job and other accommodations.
 - 4. Comprehensive Vocational Evaluation Utilizing McCarron-Dial System is appropriate for VR Client's who are deaf, hearing impaired, blind and/or visually impaired, and for VR Client's with neuropsychological problems requiring a specialized, extensive vocational evaluation to answer the VR Counselor's Referral Questions. The evaluation identifies relative strengths and weaknesses in verbal-spatial-cognitive, sensory motor, emotional and adaptive behavior areas of functioning. This evaluation shall be completed within a one (1) week period and shall at a minimum include:
 - a. An extensive description of the VR Client's assets, limitations, and detailed findings from a variety of assessment test batteries and techniques, including the use of real or simulated work;
 - b. Physical, psychomotor, cognitive, and sensory capacities and limitations, academic and vocational achievements;
 - c. Academic and vocational achievements;
 - d. Learning style, including the VR Client's ability to understand, recall, and respond;
 - e. Personal, social, and work-related behaviors (e.g., motivation, attitudes toward work, work tolerance, etc.);
 - f. Vocational interests, aptitudes, and career aspirations;
 - g. Analysis of transferable skills, job seeking skills, knowledge of occupational information, and job keeping skills;
 - h. Analysis of the VR Client's potential for success in the specific field of work preferred by the VR Client (if any); and
 - i. Analysis of the VR Client's needs for job and other accommodations.
- 2.2.5 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.

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- 2.2.6 Use appropriate instructional techniques and resources in respect to cultural, gender, and lifestyle differences.
- 2.2.7 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.
 2. Through email documentation within one (1) business day if the VR Client is encountering difficulties and problems that interfere with successful completion of the evaluation.
- 2.2.8 When requested by the VR Counselor, within seven (7) business days after receipt of the RSA Purchase Authorization through the MSP, schedule a Post-Service Consultation Meeting to discuss the results of the evaluation and recommendations, to include the VR Counselor, the VR Client and if applicable, the VR Client's Guardian/Representative.
- 2.3 Service Provider (Vendor) Qualification Requirements
- 2.3.1 Utilize personnel or subcontractors to administer and/or supervise the administration of the vocational evaluation process, and prepare vocational assessment 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 Rehabilitation Counseling, Psychology, Sociology, Education, or other related field with documentation of one (1) year of full-time employment in direct provision of vocational evaluation services, preferably in vocational rehabilitation working with individuals with disabilities, meet 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. Hold a Bachelor's Degree in Rehabilitation Counseling, Psychology, Sociology, Education, or other related field with documentation of two (2) years of full-time employment in direct provision of evaluation services, preferably in vocational rehabilitation working with individuals with disabilities, documentation of satisfactorily completed course/courses in the interpretation of psychological tests and measurement, meet the standards established for Certified Rehabilitation Counselor (CRC), Certified Vocational Evaluation Specialist (CVE), Certified

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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.
- 2.3.2 Use test instruments that are appropriate for various types of disability (including appropriate norms, adaptations, and accommodations) and are adapted for specific disability populations such as spinal cord and head injury, learning disability, deafness, blindness and visual impairment, psychiatric disorders, and developmental disabilities; and
- 2.3.3 Adhere to the Code of Ethics for Vocational Evaluators as maintained by the Commission on Rehabilitation Counselor Certification (CRCC).
- 2.3.4 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.
- 2.3.5 Provide Sign Language and Foreign Language services through personnel who meet the qualifications listed in Exhibit C2.
- 2.4 Administrative Requirements
- 2.4.1 Establish and maintain a VR Client case file that includes:
1. Assignment of service(s) to the VR Client, including referral information;
 2. RSA Purchase Authorization(s);
 3. Vocational Assessment Evaluation Report (Exhibit G1);
 4. Vocational Assessment Post-Service Consultation Report (Exhibit G2);
 5. 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: Submission to VR Counselor through the MSP of a complete Vocational

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Assessment Evaluation Report (Exhibit G1) which provides enough information for the VR Counselor to accurately understand the VR Client's potential for employment, and when applicable a Vocational Assessment Post-Service Consultation Report (Exhibit G2).

- 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:** The Vendor will issue complete and accurate Vocational Assessment Evaluation Reports (Exhibit G1) for ninety percent (90%) of VR Clients for which authorizations are received; 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 cost, research, report preparation, travel time and mileage, time lost due to VR Client missed appointment ("no shows"), and any other costs associated with the service provision. RSA will not pay for these costs separately.
- 4.2 Payment Units
 - 4.2.1 One (1) Basic Vocational Evaluation: Payment is for one (1) complete Basic Evaluation for one (1) VR Client.
 - 4.2.2 One (1) Moderate Vocational Evaluation: Payment is for one (1) complete Moderate Evaluation for one (1) VR Client.
 - 4.2.3 One (1) Comprehensive Vocational Evaluation: Payment is for one (1) complete Comprehensive Evaluation for one (1) VR Client.
 - 4.2.4 One (1) Comprehensive Vocational Evaluation Utilizing McCarron-Dial System: Payment is for one (1) complete Comprehensive Evaluation Utilizing McCarron-Dial System for one (1) VR Client.
 - 4.2.5 One Post-Service Consultation Meeting: Payment is for one (1) Post-Service Consultation Meeting for one (1) VR Client.
- 4.3 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.

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- 4.4 No charge for any service shall be accepted by or paid by RSA if submitted to RSA more than seventy-five (75) calendar days after the end of the Evaluation or Post-Service Consultation Meeting (e.g., if services were completed March 31st, 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.
- 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. Within five (5) business days after completion of the Evaluation, submit to the MSP a complete and accurate Vocational Assessment Evaluation Report (Exhibit G1).
 2. Within five (5) business days after completion of the Post-Service Consultation Meeting, submit to the MSP a complete and accurate Vocational Assessment Post-Service Consultation Report (Exhibit G2).
- 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 G3, 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 shall be submitted 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.

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- 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.