

## Exhibit N

### Psychological Services Service Specifications

The following are requirements for all Vendors providing this service. The MSP shall ensure that these are met by each Vendor/Subcontractor as stipulated in section 6.11 of the contract. Failure to meet the service or performance standards may result in corrective action, up to and including suspension and or removal from the Managed Service Provider's Network of Subcontracted Vendors.

#### 1.0 SERVICE DESCRIPTION

- 1.1 Psychological Services (Psych) provides evaluation, consultation, testing, and other professional services, which may include expert witness provided by licensed psychologists. The VR Client may be referred for one (1) or more evaluation(s) depending on the VR Client's individual needs or psychological therapies as identified by evaluation(s). Psychological Services will allow the VR Counselor to assist the VR Clients in achieving integrated and competitive employment consistent with their strengths, resources, abilities, capabilities, interests, and informed choice. Psychological Services consists of the following:
  - 1.1.1 Psychology and Neuropsychology evaluations to determine the VR Client's mental and behavioral status, and Post-Assessment Consultation, as needed.
  - 1.1.2 Psychology Therapies/Treatment.
  - 1.1.3 Review and interpretation of VR Client's prior psychology records and consultation to ADES or VR Personnel regarding the content of those records.
- 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 informed choice in conjunction with their VR Counselor.
- 1.3 If qualified, the Vendor may provide any or all of the services listed in Section 1.1 above.
- 1.4 This service is not intended to provide any other service not herein specified.
- 1.5 At least one (1) type of evaluation and the Post-Assessment Consultation Meeting, if authorized, shall be provided by the Vendor. The following types of Psychological Evaluations are included in this service:
  - 1.5.1 Psychological Evaluation or;
  - 1.5.2 Psychological Evaluation with Vocational or;
  - 1.5.3 Psychological Evaluation with Educational or;
  - 1.5.4 Psychological Evaluation with Psycho-Sexual, or;
  - 1.5.5 Psychological Evaluation with Vocational and Educational or;
  - 1.5.6 Psychological Evaluation with Vocational and Psycho-Sexual or;
  - 1.5.7 Psychological Evaluation with Educational and Psycho-Sexual or;
  - 1.5.8 Psychological Evaluation with Vocational, Educational, and Psycho-Sexual or;
  - 1.5.9 Neuropsychological Evaluation, and if authorized;
  - 1.5.10 Post-Assessment Consultation Meeting.
- 1.6 Additional Psychological Services include:
  - 1.6.1 Psychological Therapies/Treatment
  - 1.6.2 VR Client Records Review and Consultation Services
- 1.7 Definitions: Terms are defined in Exhibit C3.

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#### 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 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(ASL), etc.).
  - 2.1.3 If the Vendor does not have the capacity/capability to communicate directly, the Vendor shall utilize the assistance of professional interpreting services (e.g., Services to Deaf or Hard of Hearing require staff certified in ASL. Services to the Deaf-Blind require staff certified in Tactile Sign Language, etc.).
  - 2.1.4 Make reasonable accommodations under the Americans with Disabilities Act of 1990, as amended, to give people with disabilities an equal opportunity to benefit from programs, services, and activities;
  - 2.1.5 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;
  - 2.1.6 Use appropriate instructional techniques and resources in respect to cultural, gender, and lifestyle differences;
  - 2.1.7 Perform evaluations in a location which is well-lit and accommodates the comfort, health, and safety of the VR Client; and
  - 2.1.8 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.
  - 2.1.9 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 or Agency 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 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 the 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, results of any prior psychological evaluation, school records, etc.); and/or
    - 2. Information provided by the VR Client and, where appropriate, by the VR Client's family or VR Client's Guardian/Representative(s) as a primary source of information to the maximum extent possible and appropriate.
  - 2.2.4 Conduct the type of Psychological Evaluation authorized by the VR Counselor through the MSP. The following are the minimum requirements for each type of Psychological Evaluation:
    - 1. Psychological Evaluation (Psych Eval) that gather and integrate data to evaluate a person's behavior, abilities, and other characteristics, particularly for the purposes of making a diagnosis or service recommendation using the following:
      - a. Psychological tests;

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- b. Informal tests and surveys;
    - c. Interview information;
    - d. School or medical records;
    - e. Medical evaluation and observation data.
  2. Psychological Evaluation with Vocational component (Voc Psych Eval) is the process of identifying and appraising an individual's level of functioning in relation to vocational preparation, employment selection, and career decision-making using the following:
    - a. Orientation Interview;
    - b. Psychometrics;
    - c. Assessment of vocational interests;
    - d. Assessment of aptitudes;
    - e. Job seeking skills, job retention skills;
    - f. Learning styles;
    - g. Physical capabilities;
    - h. Assistive technology.
  3. Psychological Evaluation with Educational component (Ed Psych Eval) is an assessment of how an individual learns. It measures different types of reasoning, memory, and working efficiency. This evaluation focuses on the following:
    - a. Educational psychological tests and educational tests;
    - b. Evaluation of intelligence and cognitive abilities;
    - c. Memory; and
    - d. Academic achievement measures of behavior.
  4. Psychological Evaluation with Psycho-Sexual component (Psycho-Sexual Eval) provides an evaluation of psychological and sexual functioning in relation to mental, emotional, and behavioral aspects of sexual developments. This evaluation includes mental and emotional attitudes concerning sexual activities and individuals' risk for reoffending in the future.
  5. Neuropsychological Evaluation (Neuropsych Eval) provides an individual evaluation of the brain's functions, including the structural and functional integrity of the brain. The evaluation consists of an interview and the administration of tests is written, computerized, or oral.
  6. When requested by the VR Counselor, within seven (7) business days after receipt of the RSA Purchase Authorization through the MSP or completion of the evaluation, schedule a Post-Assessment Consultation meeting for the VR Client, the VR Client's family or VR Client's Guardian/Representative(s) and referring VR Counselor to discuss the evaluation results and recommendations for treatment options, if applicable. Identify if the VR Client, VR Client's family, or VR Client's Guardian/Representative(s) may obtain a copy of the evaluation. If the completed evaluation is unable to be released, prepare a written VR Client summary.
- 2.2.5 Psychological Therapies/Treatment are time-limited and goal-oriented using appropriate techniques in respect to culture, gender, and lifestyle.
1. Provide Psychological Therapies/Treatment as follows:
    - a. Client Service Plan Development: 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.
      - 1) The meeting shall be face-to-face or by video conference and include the Vendor, referring VR Counselor, VR Client and/or the VR Client's Guardian/Representative to determine whether the therapies/treatment and the Vendor are appropriate for the VR Client.
      - 2) The Client Service Plan meeting shall not exceed one (1) hour unless previously authorized by the VR Counselor.

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- 3) Develop and agree upon the services the VR Client will receive; and
  - 4) Complete the Client Service Plan (Exhibit N3).
  - 5) Initiate service provision within twelve (12) business days only after completion of the Client Service Plan (CSP).
- b. Monitor the VR Client's progress and provide ongoing support and feedback to help the VR Client understand their strengths and limitations, and encourage the VR Client to improve their skills and behaviors. Complete the Psychological Services Monthly Progress Report (Exhibit N4) to document the VR Client's progression.
  - c. Schedule monthly meetings with the VR Counselor and the VR Client, face-to-face by video conference, in person, or by phone if the service provision is projected to last four (4) weeks or longer.
- 2.2.6 If additional hours are required to complete the service provision, request these hours before providing the remainder of the service provision.
- 2.2.7 While conducting the service provision, if the Service Provider suspects or detects abnormalities or irregularities in the VR Client's condition which requires medical treatment, the Vendor shall recommend referral to an appropriate medical professional.
- 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 objectives.
- 2.3 Service Provision - VR Client Records Review and Consultation Services. Provide services as follows:
- 2.3.1 Perform VR Client Records Review only after receiving an assignment from the MSP.
1. Review and interpret the content of the VR Client's prior psychiatric and psychological records and address any questions by the referring VR Counselor within seven (7) business days after an assignment through the MSP and receiving all records from the VR Counselor.
  2. Record the results of one (1) VR Client records review on the Client Records Review Report (Exhibit N5).
  3. Once completed, submit the Client Records Review Report (Exhibit N5) within seven (7) business days to the MSP.
  4. Depending upon the nature of the request, make recommendations including, but not limited to, the following areas:
    - a. The adequacy of available records and/or need for additional information;
    - b. The implications of the VR Client's disability on their ability to achieve or perform the essential functions of their goal;
    - c. Prognosis and the long-term impact of the VR Client's disability upon their employment;
    - d. Whether restorative services are needed or may be potentially beneficial to the VR Client in terms of achieving the planned outcome;
    - e. Whether or not it will be beneficial in terms of employment to continue a current treatment/restoration program;
    - f. Ways to deal with, or manage, the VR Client's disability related issues and how to discuss/explain disability and disability related issues;
    - g. Verification that the diagnostic labels are correct and consistent with the data; interpretation of the data; and methods for resolving conflicting or contradictory information of record and conflicts in treatment recommendations, etc.

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- h. When requested by the VR Counselor, schedule a Consultation Meeting to discuss the results of the review and the recommendations face-to-face by video conference, in person, or by phone with the referring VR Counselor.
- 5. The Vendor shall NOT:
  - a. Make decisions for or on behalf of VR Personnel or imply to any degree or in any fashion that the results of the VR Client Records Review represents an official decision. Any decision resulting from the VR Client Record Review and Consultation Services shall be made by designated VR Personnel.
  - b. Provide VR Client Consultation Services directly to VR Clients under this service.
  - c. Provide consultation on an evaluation report the Service Provider has written.
- 2.4 Service Provider (Vendor) Qualification Requirements
  - 2.4.1 Utilize personnel or subcontractors who meet the following documented criteria:
  - 2.4.2 For Psychological Services, administering evaluations and/or providing therapy/treatment, or supervising the administration of the Psychological Evaluation process and preparation of the Psychological evaluation reports: A Psychologist licensed in accordance with A.R.S. Title 32 Chapter 19.1, Articles 1, 2, and 3.
  - 2.4.3 For Neuropsychological Services, administering evaluations, or supervising the administration of the Neuropsychological Evaluation process and preparation of the Neuropsychological evaluation reports:
    - 1. A Psychologist licensed in accordance with A.R.S. Title 32 Chapter 19.1, Articles 1, 2 and 3; AND
      - a. have completed a minimum of a one (1) year approved post–doctoral residency training in Neuropsychology with primary practice in Neuropsychology; OR
      - b. be eligible within five (5) years of completing the post-doctoral residency to belong to the American Board of Professional Psychology, Division of Neuropsychologist.
  - 2.4.4 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 2.4.1 above
  - 2.4.5 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) and if applicable, Agency Purchase Authorization(s);
    - 3. Psychological Services Evaluation Report (Exhibit N1);
    - 4. Psychological Services Post-Assessment Consultation Report (Exhibit N2);
    - 5. Psychological Services Client Service Plan (Exhibit N3);
    - 6. Psychological Services Monthly Progress Report (Exhibit N4);
    - 7. Psychological Services Client Records Review Report (Exhibit N5).
    - 8. A record of the Vendor’s personnel time spent providing services; and
    - 9. Other documents relevant to the 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;

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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.
- 2.5.3 Maintain appropriate active professional license(s) in compliance with all Federal, State, and local licensing requirements for the operation of its business or profession and that is in good standing with all applicable licensing and regulatory boards or agencies. For the purpose of these specifications, "good standing" means that no disciplinary actions have been taken by any licensing or regulatory agency to include, but not limited to: cancellation with cause, civil penalty, decree of censure, inactive with cause, letter of reprimand, practice restriction, probation, revocation, summary suspension, surrender of licenses, suspension, etc.
- 2.5.4 Adhere to the Vendor Code of Conduct (Exhibit C).
- 2.5.5 Adhere to the requirements of the Rehabilitation Act and its implementing regulations 34 CFR 361.51 "Standards for facilities and providers of services".

### 3.0 VENDOR PERFORMANCE EVALUATION

- 3.1 Service Outcome: Submission to the VR Counselor through the MSP of a complete Psychological Services Evaluation Report (Exhibit N1) which provides enough information for the VR Counselor to accurately understand the VR Client's potential for employment, and when applicable a Psychological Services Post-Assessment Consultation Report (Exhibit N2).
- 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 - Submission of Evaluation:** The Vendor will issue complete and accurate Psychological Services Evaluation Reports (Exhibit N1) for ninety-five percent (95%) 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, the 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 appointment ("no shows"), and any other cost 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 of the three required parties, the VR Counselor or VR Client

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- 4.2 The Payment Unit is One (1) hour, which equals sixty (60) minutes of actual time spent providing Psychological Services to 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; 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 Evaluations and Therapies/Treatment.
- 4.3.1 Psychological Services Evaluation Report: Payment is for one (1) complete Psychological Services Evaluation and Report for one (1) VR Client (up to eight (8) hours); and if applicable;
1. Vocational component: Payment is for two (2) additional hours;
  2. Educational component: Payment is for two (2) additional hours;
  3. Psycho-Sexual component: Payment is for two (2) additional hours.
- 4.3.2 Neuropsychological Evaluation Report: Payment is for one (1) completed Neuropsychological Evaluation and Report for one (1) VR Client.
- 4.3.3 Post-Assessment Consultation Meeting: Payment is for one (1) Meeting and one (1) Post-Assessment Consultation Report for one (1) VR Client.
- 4.3.4 Psychological Therapies/Treatment: The Vendor shall bill only for time spent providing Psychological Therapies that last longer than fifteen (15) minutes:
1. With VR Clients face-to-face, by video conference, or by phone call;
  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 Counselor, VR Client or other party; and
  3. With the VR Counselors face-to-face, by video conference, or by phone calls to discuss specific issues pertaining to VR Clients.
- 4.4 VR Client Records Review and Consultation Services.
- 4.4.1 VR Client Records Review: The Vendor shall bill only for time spent completing the VR Client Records Review that lasts longer than fifteen (15) minutes.
- 4.4.2 If requested, Consultation Meeting: The Vendor shall bill only for time spent conducting the Consultation Meeting with the VR Counselor face-to-face, by video conference, or by phone call that lasts longer than fifteen (15) minutes.
- 4.5 Multiple Psychological Services 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. and lasting less than fifteen (15) minutes may not 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).

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#### 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. Psychological Services Evaluation Report (Exhibit N1) within fifteen (15) calendar days after completion of the Evaluation.
    - 2. Psychological Services Post-Assessment Consultation Report (Exhibit N2) within seven (7) business days after completion of the Post-Assessment Consultation.
    - 3. Psychological Services Client Service Plan (Exhibit N3) within fifteen (15) calendar days following the end of the calendar month in which the Client Service Plan was conducted.
    - 4. Psychological Services Monthly Progress Report (Exhibit N4) within fifteen (15) calendar days following the end of each calendar month in which therapy is provided to the VR Client to report progression during the reporting period.
    - 5. Psychological Services Client Records Review Report (Exhibit N5) within seven (7) business days after completion of the VR Client Records Review or Consultation meeting.
  - 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. 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 N6, 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.

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- 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.