

Exhibit Q

Career Exploration 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 Career Exploration provides individualized instruction and assistance to Vocational Rehabilitation (VR) Clients in researching various 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, in order to:
 - 1.1.1 Enhance informed choice and decision-making abilities, enabling selection of an employment/career goal commensurate with strengths, resources, priorities, concerns, abilities, capabilities, and interests; and
 - 1.1.2 Expose VR Clients to information concerning various career areas of interest and associated labor markets.
- 1.2 Career Exploration is not intended to be a career counseling, stress management/conflict resolution, job readiness, job training or job searching service and does not include paid or unpaid internships, or any other service not herein specified. These services are provided under different ADES RSA contracts.
- 1.3 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.
- 1.4 This service is not intended to provide any other service not herein specified.
- 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 individual being 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 American with Disabilities Act of 1990, as amended, to give individuals with disabilities an equal opportunity to benefit from programs, 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.

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- 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 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 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, the 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 Q1) form.
- 2.2.3 Provide instruction and assistance necessary for the VR Client to develop the career exploration skills stated in the agreed upon Client Service Plan.
1. Initiate service provision within twelve (12) business days only after completion of the Client Service Plan.
 2. Provide tools, materials, and techniques necessary to meet the VR Client's objectives.
 3. 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.
 4. Use appropriate instructional techniques and resources in respect to cultural, gender, and lifestyle differences.
 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.
- 2.2.4 Provide Career Exploration services as follows:
1. 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.
 2. Enhance VR Client's informed choice and decision-making abilities, enabling selection of a single employment goal commensurate with their strengths, resources, priorities, concerns, abilities, capabilities, and interests.
 3. Expose VR Client to information concerning various career areas of interest and associated labor markets.
 4. Assist the VR Client in selecting a single career suitable to the VR Client's abilities, interests, values, and needs through:
 - a. Assistance with organizing Career Exploration process and activities;
 - b. Development of self-assessment and exploration skills for the purpose of gaining an increased awareness and understanding of abilities, interests, values, and needs;
 - c. Introduction and orientation to various careers, to include the meaning, value and demands of specific careers and career related requirements;
 - d. Provision of information about various industries and occupations as well as assistance in understanding the difference between various work options;
 - e. Assistance with exploring industries and occupations for which the VR Client expresses interest by:

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- 1) Researching and reviewing occupational trends, wages, responsibilities, education and training requirements, outlook and other relevant information using the Labor Market Survey (Exhibit Q3a) form;
 - 2) Reviewing career videos in various formats;
 - 3) Using available resources by scheduling appointments, conducting and completing informational interviews, job shadowing, in addition to exploring and arranging volunteering experiences using the Informational Interviewing (Exhibit Q3b) form; and
 - 4) Maximizing the VR Client's decision-making power by comparing and contrasting specific careers/companies using the Career Exploration Summary (Exhibit Q3) form.
- f. Guidance in accessing various community resources and employment networks, for example, navigating Career One Stop Centers
5. Assist the VR Client in preparing the Career Exploration Summary (Exhibit Q3) form to describe the career the VR Client has chosen, education and/or training requirements, and plans for accomplishment of the selected employment goal.
- 2.2.5 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).
- 2.2.6 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.
- 2.2.7 If the VR Client's service objectives change during the service provision, revise the Client Service Plan (Exhibit Q1), include the date of revision, and obtain the VR Counselor's and VR Client's approval of the revision.
- 2.2.8 Hold meetings with the VR Counselor and the VR Client, as needed, to discuss the VR Client's progress toward the achievement of the established service objective(s) and/or acquired skills.
- 2.3 Service Provider (Vendor) Qualification Requirements
- 2.3.1 Utilize personnel or subcontractors who supervise the service, provide classroom instruction, and approve admission and progress reports who meet the following documented criteria:
1. Demonstrate knowledge and competence by evidence of documented training and/or work experience, in the following areas, as appropriate:
 - a. Disabilities Awareness 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

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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.
- 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. Career Exploration Client Service Plan (Exhibit Q1),
 4. Career Exploration Monthly Progress Reports (Exhibit Q2),
 5. Career Exploration - Career Exploration Summary (Exhibit Q3)
 6. Career Exploration Labor Market Survey (Exhibit Q3a);
 7. Career Exploration Informational Interviewing (Exhibit Q3b);
 8. Career Exploration Service Closure Report (Exhibit Q4),
 9. A record of the Vendor's personnel time spent providing services; and
 10. 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 Clients' objectives to include the following:
1. Incident management, corrective action and preventions;
 2. Complaints and grievances;
 3. Monitoring and evaluating service provision, e.g., measurement of outcomes as it relates to the VR Clients' objectives, and the improvement of the quality of services;
 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 have gained basic career exploration skills and be able to articulate their employment goal which shall be reflected in the Career Exploration (Exhibit Q3).
- 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:** At a minimum, ninety percent (90%) of the VR Clients accepted by the Vendor shall successfully complete the objectives outlined in the agreed upon Client Service Plan (Exhibit Q1) and select an Employment Goal as identified on the Career Exploration and Identifying an Employment Goal (Exhibit Q3).

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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 their own personal reasons, other than dissatisfaction with the Vendor's service provision, (e.g., medical reasons, incarceration, closure by the 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; 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 PAYMENTS

- 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 show"), 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 of the three required parties, the VR Counselor or VR Client.
- 4.2 The Payment Unit is one (1) hour, which equals sixty (60) minutes of actual time spent providing Career Exploration service activities for one (1) VR Client. A partial hour may be billed in increments of a quarter of an hour (15 minutes). The Vendor may round the total time spent with the VR Client to the nearest quarter of an hour (15 minutes). Example: 22 hours and 15 minutes = 22.25 hours; 22 hours and 19 minutes = 22.25 hours; 22 hours and 26 minutes = 22.5 hours; 22 hours and 30 minutes = 22.5 hours; 22 hours and 45 minutes = 22.75 hours.
- 4.3 The Vendor shall bill only for time spent providing Career Exploration services that last longer than fifteen (15) minutes:
- 4.3.1 With VR Clients face-to-face or video conference, or by phone calls;
- 4.3.2 With a representative (related to access to job shadowing services) 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 Multiple Career Exploration 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.
- 4.5 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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- 4.6 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 Career Exploration 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. Career Exploration Client Service Plan (Exhibit Q1);
 2. Career Exploration Monthly Progress Report (Exhibit Q2) to report the VR Client's progression during the reporting period;
 3. Career Exploration - Career Exploration Summary (Exhibit Q3);
 4. Career Exploration Labor Market Survey (Exhibit Q3a);
 5. Career Exploration Informational Interviewing (Exhibit Q3b); and
 6. Career Exploration Service Closure Report (Exhibit Q4) 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 new staff or subcontractors, using Exhibit Q5, 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.