

Exhibit R

Supported Education 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 Supported Education (Supported Ed) provides instruction and assistance to Vocational Rehabilitation (VR) Clients in preparing for the education and/or training necessary to successfully achieve employment in their chosen field with registration, navigation, connecting with school resources or accessing needed accommodation services in educational settings. Supported Education consists of:
 - 1.1.1 Identifying education and/or training requirements for the VR Client's selected employment/career goal.
 - 1.1.2 Utilizing educational resources for locating appropriate educational and/or training programs and providing assistance to the VR Client in selecting the program that is the most suitable for the VR Client, which is consistent with the individual's strengths, resources, priorities, concerns, abilities, capabilities and informed choice.
 - 1.1.3 Identifying educational costs, exploring and finding financial aid resources and options to pay for the selected educational/training program and applying for financial aid (e.g., Pell and other Federal/State/municipal grants, scholarships, private grants, etc.), including exploring comparable benefits from other sources.
 - 1.1.4 Registering for the selected educational training or certification programs, to include:
 1. Orientation to the school campus facility/facilities;
 2. Registration on campus or for online classes;
 3. Obtaining school ID - if applicable;
 4. Orientation to the school library and library services - if applicable;
 5. Orientation to supported services (when comparable benefits have been identified) including online programs and services - tutoring, science, English/Math laboratories, computer laboratories, Writing Center, etc.;
 6. Introduction to and assistance in registering with the Disability Resource Center (DRC) on campus, coordination of disability related accommodation services and any accommodation or special services necessary for the successful completion of an educational or employment training program;
 7. Assist VR Client in scheduling an appointment with their academic advisor to develop and obtain a Plan of Study and/or Degree Audit Report outlining coursework(s) required for completion of the post-secondary education/training program or degree.
- 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 Supported Education is not an educational service and does not provide tutoring or remedial education.
- 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:

Exhibit R

Supported Education Service Specifications

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 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.
- 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 the assignment from the MSP for Client Service Plan development.
 - 2. 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; and
 - 3. The Client Service Plan meeting shall not exceed one (1) hour, unless previously authorized by VR Counselor.
 - 4. Develop and agree upon the services the VR Client will receive; and
 - 5. Complete the Client Service Plan (Exhibit R1) form.
- 2.2.3 Provide Supported Education services as determined by the agreed upon Client Service Plan.
 - 1. Initiate service provision within twelve (12) business days only after completion of the Client Service Plan.
 - 2. Assist the VR Client in preparing for post-secondary education or training by completing the Supported Education Checklist (Exhibit R3).
 - 3. Provide tools, materials, and techniques necessary to meet the VR Client's objectives.
 - 4. 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.
 - 5. Use appropriate instructional techniques and resources with respect to cultural, gender, and lifestyle differences.
 - 6. 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.

Exhibit R

Supported Education Service Specifications

- 2.2.4 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).
 - 2.2.5 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.
 - 2.2.6 If the VR Client's service objectives change during the service provision, revise the Client Service Plan (Exhibit R1), include the date of revision, and obtain the VR Counselors and VR Client's approval of the revision.
 - 2.2.7 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).
- 2.3 Service Provider (Vendor) Qualification Requirements
- 2.3.1 Utilize personnel or subcontractors who supervise the service 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 education setting; and
 - 2. Hold a Master's Degree in a related field (e.g., Rehabilitation Counseling, Psychology, Sociology, Education, etc.) with documentation of one (1) year of full-time employment working with individuals with disabilities; or
 - 3. Hold a Bachelor's degree in a related field (e.g., Rehabilitation Counseling, Psychology, Sociology, Education, etc.) with documentation of two (2) years full-time employment working with individuals with disabilities; or
 - 4. Hold a high school diploma or G.E.D with documentation of five (5) years full-time employment working with individuals with disabilities.
 - 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. Supported Education Client Service Plan (Exhibit R1);
 - 4. Supported Education Monthly Progress Report(s) (Exhibit R2);
 - 5. Supported Education - Supported Education Checklist (Exhibit R3);

Exhibit R

Supported Education Service Specifications

6. Supported Education Service Closure Report (Exhibit R4);
 7. A record of the Vendor's personnel time spent providing services; 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 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; and
 4. Routine monitoring of its personnel and subcontractors to ensure the effectiveness of the relationship between the VR Clients 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 be enrolled in an institution of post-secondary education or an employment/career program and oriented to the full use of available services.
- 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 VR Clients who were accepted by the Vendor shall successfully complete the objectives outlined in the Client Service Plan (Exhibit R1) and complete the Supported Education Checklist (Exhibit R3) indicating registration and application.
1. VR Clients who drop out of the program due to their dissatisfaction with the quality of the Vendor's service provision will be counted towards this Performance Standard.
 2. VR Clients who drop out due to personal reasons, other than dissatisfaction with the Vendor's service provision, (e.g., medical reasons, incarceration, closure by VR Counselor, or other reasons that cannot be attributed to the quality of the Vendor's service provision, etc.) will not be counted 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

Exhibit R

Supported Education Service Specifications

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 Supported Education 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 Supported Education services 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 career training) 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 call to discuss specific issues pertaining to VR Clients.
- 4.4 Multiple Supported Education 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.
- 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 Supported Education 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. Supported Education Client Service Plan (Exhibit R1);
 2. Supported Education Monthly Progress Report (Exhibit R2) to report the VR Client's progression during the reporting period;
 3. Supported Education - Supported Education Checklist (Exhibit R3);
 4. Supported Education Service Closure Report (Exhibit R4) within thirty (30) days after service closure for any reason.

Exhibit R

Supported Education Service Specifications

- 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 R5, 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.