

Exhibit W

Rehabilitation Instructional Services for Blind and Visually Impaired 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. Rehabilitation Instructional Services (RIS) for Blind and Visually Impaired (BVI) include a variety of assessments, and instructional and rehabilitative services to assist Rehabilitation Services Administration (RSA) Vocational Rehabilitation (VR) Clients in achieving their vocational or employment-related goals and functioning more independently in the workplace, the home and in the community. These services may be provided in either an individual or a group setting, and are provided to assess each VR Client's rehabilitation related needs; to explore with the VR Client assistive technology aids and devices; and to assist each VR Client with acquiring, developing, and improving skills in areas such as community integration, environmental access and mobility, communication and/or activities of daily living; including learning the use of any assistive technology aids/devices selected to address the VR Client's unique needs. The RIS BVI services in these specifications are focused upon VR Clients with a documented visual impairment that results in legal blindness or significant visual impairment.

1.1.1. Rehabilitation Instructional Services for the Blind and Visually Impaired include:

1. Assistive Technology (AT) Services;
2. Adjustment to Disability (AD);
3. Orientation and Mobility (O&M) Training;
4. Communication Skills Training (CST); and
5. Work-Related Living Skills Training (WRLST).

1.1.2. These services are not intended to:

1. Provide job development and placement assistance;
2. Assess the VR Client's vocational skills or conduct a situational assessment;
3. Teach specific vocational skills;
4. Provide therapeutic or other counseling interventions to address significant behavioral or psychological issues.

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 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 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

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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 people with disabilities an equal opportunity to benefit from program, services, and activities; and
 - 2.1.5 Provide all services only after receiving a written authorization from the RSA System of Record through the MSP. Verbal authorizations, or any authorization not issued by the RSA System of Record, are not valid.
 - 2.1.6 Not provide services or make any changes to service level provision (e.g., increase or decrease of units of service) without notice of a written authorization from the MSP for the change at least three (3) business days prior to the expiration of the existing RSA Purchase Authorization. Authorizations from the VR Counselor or other ADES personnel are not valid.
 - 2.1.7 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 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 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 Provide instructional training for Rehabilitation Instructional Services for Blind and Visually Impaired in one (1) or more of the five (5) areas listed in Section 1.1.1 above.
 1. Have a written curriculum on file for each of the RIS BVI services provided that includes the methods, strategies, techniques or tools to be used to assist VR Clients in developing each of the skill areas of instruction.
 2. The curriculum shall also fully describe:
 - a. The conditions under which the training may be terminated; and
 - b. The number of months to complete a training program.
 3. Upon request from RSA, submit the curriculum for review and revision through the MSP.
- 2.3 Client Service Plan Development
- 2.3.1 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.
 1. 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; and
 2. The Client Service Plan meeting shall not exceed one (1) hour, unless previously authorized by VR Counselor.
 3. Review with the VR Client their service needs for RIS BVI by using existing information provided by the VR Counselor (e.g., vocational assessment, psychological assessment, school records, etc.), and/or information provided by the VR Client/VR Client's family/VR Client's

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Guardian/Representative(s) as a primary source of information and in accordance with confidentiality requirements.

4. Develop and agree upon the services the VR Client will receive;
 5. Notify VR Client and VR Counselor if there is a waiting list for admission to the training program, inform the VR Counselor of the anticipated date for services to start; and
 6. Complete the Client Service Plan (Exhibit W1) form.
- 2.3.2 Schedule and perform within ten (10) business days following the Client Service Plan meeting the evaluation(s) determined to be needed (See section 2.4).
1. Conduct the evaluation and prepare an Evaluation Report (Exhibit W2) in order to identify the VR Client's abilities and Assistive Technology (AT)/equipment needs.
 2. Recommend training and support based on the VR Client's needs and abilities.
- 2.3.3 Schedule and participate in a consultation meeting with the VR Client and the VR Counselor within ten (10) business days after completion of the Evaluation in order to review the results of the evaluation(s), recommendations, equipment needs, and discuss the roles and responsibilities of the Vendor, VR Client, and VR Counselor.
1. Revise, as needed, the Client Service Plan (Exhibit W1) for Rehabilitation Instructional Services for Blind and Visually Impaired, include the date of revision and obtain the VR Counselor and VR Client's approval of the revision.
 2. The VR Counselor will approve or reject the purchase of recommended equipment available on State or ADES contracts.
 - a. If approved, the VR Counselor shall ship the equipment to the VR Client or the Vendor.
- 2.3.4 Within ten (10) business days after the consultation meeting, initiate training and instruction necessary for the VR Client to develop the skills stated in the agreed upon Client Service Plan (Exhibit W1).
1. Utilize modified equipment, fixtures, materials or any other aids deemed necessary in order to meet the physical, mental or sensory needs of the VR Client.
 2. Expedite the VR Client's admission for any training program. If there is a waiting list for admission to the training program, place the VR Client on the list in the order in which the VR Client referral is received. Inform the VR Counselor of the waitlist and anticipated date for services to start.
 3. If the VR Client's service objectives change during service provision, revise the Client Service Plan (Exhibit W1), include the date of revision, and obtain the VR Counselor's and VR Client's approval of the revision.
- 2.3.5 Schedule bi-monthly meetings with the VR Counselor and the VR Client to discuss the VR Client's progress toward the achievement of the established service objective(s) and/or acquired skills.
- 2.3.6 Provide the VR Client with instructional material (textbook, CD, or other format) to be used for retention of learned skills and application in real employment.
- 2.4 Evaluations - Evaluations to be provided under this specification are:
- 2.4.1 Assistive Technology (AT) Services Evaluation to determine computer/smart device access relative to the VR Client's functional visual condition, diagnosis and prognosis; the VR Client's preferences and skills; existing/anticipated environment; and tasks to be done necessary for the VR Client's achievement of their vocational goal.
1. For each of the categories assessed, a minimum of two (2) comparable AT Products must be evaluated.
 2. Computer applications for evaluation include keyboarding, operation system, word processing, email, anti-virus, and internet access with preventative ergonomic best practices applied. This is an individual evaluation to determine VR Client's current computer skills and knowledge, their

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capacity to learn the use of a computer, and recommendations for assistive technology software/hardware to meet their work-related personal and vocational goals.

3. Exploration of Assistive Technology/Information Technology (AT/IT) Aids and Devices.
 - a. This is a hands-on exploration of a wide range of AT/IT aids and devices with tactile, large print or speech output features.
 - b. The exploration includes review of medical records and history, hands-on consideration of functional vision, functional hearing and the ability to manipulate hardware features of assistive technology devices/software, to be used in the home or work environment.
 - c. Findings and recommendations for AT/IT aids and devices shall be descriptive and feature matched to meet the VR Client's specific needs.

2.4.2 Adjustment to Disability (AD) Evaluation to determine the VR Client's level of understanding and acceptance of the disability, and their current coping techniques to manage negative feelings and emotions. This includes:

1. Understanding of eye condition (diagnosis/prognosis);
2. Ability to cope with visual impairment;
3. Ability to handle life situations and their stressors;
4. Ability to express disability related needs;
5. Knowledge of disability related civil rights;
6. Current self-advocacy skills; and
7. Ability to use peer support, mentoring and advocacy group services to foster self-confidence.

2.4.3 Orientation and Mobility (O&M) Training Evaluation to determine the VR Client's current ability to get around at home, at work, and in the community. This includes:

1. Indoor Evaluation:
 - a. Overall health and its potential impact on VR Client's travel abilities (physical abilities and stamina);
 - b. Ability to move about in a room safely; and
 - c. Ability to navigate around large and small objects.
2. Outdoor Evaluation:
 - a. Current methods of travel and experience with public transportation;
 - b. Understanding of cardinal directions;
 - c. Ability to use near and distant visual/auditory clues; and
 - d. Understanding of traffic patterns.

2.4.4 Communication Skills Training (CST) Evaluation to determine VR Client's ability to communicate with others verbally and in writing and ability to read information in various modalities.

1. Ability to write and retrieve handwritten information;
2. Ability to use telephones; and
3. Ability/determination of use of Braille.

2.4.5 Work-Related Living Skills (WRLS) Evaluation to determine the VR Client's current abilities to complete various activities in the course of a day, week, month or a year to take care of personal, family or home activities. This includes:

1. Personal (Self) Management Evaluation, to determine the VR Client's ability:
 - a. To determine magnification and lighting devices needed for various tasks;
 - b. To manage their time;
 - c. To manage their finances (money identification, banking and paying bills);
 - d. To manage clothing and dress;

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- e. To manage health related issues including medications; and
 - f. To manage personal hygiene.
2. Home Management Evaluation to determine the VR Client's ability:
- a. To prepare food, cook, use kitchen appliances, and eat;
 - b. To clean, including dusting, sweeping, mopping and vacuuming;
 - c. To do laundry;
 - d. To perform home maintenance and repair; and
 - e. To sew and determine sewing needs.
- 2.4.6 Findings the recommendations must be documented on the Evaluation Report (Exhibit W2) for training and support in any of the above areas of services shall be descriptive and feature matched to meet the VR Client's specific needs.
- 2.5 Instruction and Training - Instruction and Training to be provided under this specification are:
- 2.5.1 Assistive Technology (AT) Services Instruction and Training for AT hardware or software, on equipment already owned by the VR Client or purchased by RSA for the VR Client, is provided based upon evaluation recommendations. These services include set-up/installation and troubleshooting for all equipment as required for optimum function, including activation/registration of software/hardware, application of compatibility related requirements for AT and IT products, application of user preferences.
- 2.5.2 Adjustment to Disability (AD) Instruction and Training provides information and/or hands-on orientation on all aspects of vision loss in an identified environment. These services include:
- 1. Addressing various aspects of the VR Client's disability(ies) and the impact of the disability(ies) on Work-Related Living Skills;
 - 2. Development of adequate social functioning in VR Clients who are experiencing personal and interpersonal problems, whether pertaining to temporary situational stress or a disabling condition;
 - 3. Techniques and strategies for addressing the social stigma about blindness/vision impairment (e.g., dealing with attitudinal barriers of the general public);
 - 4. Guidance in social functioning and development of personal and social skills which are anticipated to help a VR Client cope more effectively with disability and/or life situations and their stresses;
 - 5. Assistance in developing self-help skills through the VR Client's own self-directed adjustment to and acceptance of their disability(ies), increased self-confidence, increased independence and independent problem solving, changed attitudes, broadened perspectives of available alternatives, increased communication skills, and examination of goals and values;
 - 6. Training and support in self-advocacy to encourage VR Clients to advocate for themselves. Assistance may take the form of training in specific skills, providing encouragement and motivation to those needing it, or providing information and resources to VR Clients;
 - 7. Guidance and assistance in developing natural supports in the community;
 - 8. Instruction in personal habits, responsibility and productive decision making;
 - 9. Referral to and instruction in utilization of disability-related services available in the community (e.g., Medicaid, Department of Behavioral Health Services, etc.); and
 - 10. Introduction to blindness advocacy groups organizations, and other agencies offering support and resources.
- 2.5.3 Orientation and Mobility (O&M) Training and Instruction to develop skills necessary for safely navigating an identified environment. These services include:
- 1. Basic Concept Development: landmarks, cues, numbering systems, measurement and compass directions;

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2. Pre-Cane Skills: human guide, protective techniques, and fitness/wellness instruction including safely utilizing exercise machines to build physical endurance;
 3. Cane Technique: long cane use (folding, collapsible, rigid), blindfold training, mobility devices, addressing attitudinal/emotional factors when introducing the long cane;
 4. Residential Travel: buildings, curbs, crosswalks, traffic signals, signage, sidewalks, driveways, mailboxes, overhanging branches, drinking fountains;
 5. Light Business Travel: public buildings, barricades, outdoor steps and stairs, projections, parking meters, vending machines, furniture, landscaping;
 6. Downtown Travel: street widths, crowd congestion, noises, safety islands, construction;
 7. Public Transportation: buses, Para-Transit, cars, taxis, vans, community organizations;
 8. Rural Travel: dirt roads, no sidewalks; and
 9. Special Situations: understanding Global Positioning System (GPS), map reading, compass use, etc.
- 2.5.4 Communication Skills Training (CST) and Instruction, which teaches the VR Client to use various methods of communication to receive and express information. This includes:
1. Personal record keeping, time management, handwriting, and the use of the telephone; and
 2. Braille, pictures and object symbols, enlarged print, tactile and/or colored markings to provide information.
- 2.5.5 Work-Related Living Skills Training (WRLST) and Instruction assist the VR Client in learning independent living skills to complete activities of daily living necessary for maintaining employment. These services include:
1. Personal Management skills that allow the VR Client to effectively and independently manage any personal needs, such as the ability to keep and maintain one's important records, managing medicine, caring for and selecting clothing, managing personal grooming activities, developing diabetic adaptive techniques, budgeting (e.g., coin and paper money, banking system, budgeting procedures), and use of lighting/magnification devices.
 2. Home Management skills that allow the VR Client to manage daily activities in the home in a safe, healthy, and independent manner, such as shopping and preparing meals, maintaining a clean and safe household, managing household maintenance tasks (e.g., sewing, cleaning, laundry, changing batteries, light bulbs, etc.), and childcare management.
- 2.6 Service Provider (Vendor) Qualification Requirements
- 2.6.1 Utilize personnel or subcontractors who supervise the service, provide 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, Deaf Studies, Psychology, Sociology, Education, etc.) with documentation of two (2) years' full-time employment in working with individuals with disabilities; or
 4. Hold a high school diploma or G.E.D with documentation of five (5) years of experience directly working with individuals with disabilities, preferably involved in the provision of vocational rehabilitation services.
- 2.6.2 Utilize personnel or subcontractors who will provide direct client services and who meet the documented criteria and maintain active professional license(s) or certification(s) in compliance with the State of Arizona and/or their respective licensure/certification bodies.
- 2.6.3 Assistive Technology (AT) Services shall be provided by personnel or subcontractors who:
1. Hold a Bachelor's degree in Rehabilitation Engineering, Occupational Therapy, Information Technology or a similar field; or
 2. Hold certificates in Assistive Technology (AT) from the Academy for Certification of Vision Rehabilitation & Education Professionals (ACVREP) or a similar organization; or
 3. Have at least one (1) year documented experience with teaching Assistive Technology (AT) to persons with blindness or vision impairment; or
 4. Have at least one (1) year documented experience with installing and configuring Assistive Technology (AT) products and Information Technologies to persons with blindness or vision impairment; or
 5. Have documented product-specific training from manufacturers, or other documented product expertise relevant to persons with blindness or vision impairment in a minimum of two (2) comparable products from the following categories: hardware, software, and other products, to include speech input software; voice and switch-activated phones; magnification software; braille embossers; braille transcription software; refreshable Braille displays; optical character recognition; digital book players; electronic note takers; screen readers; daily living aids; mobile devices and applications; multi-level digitized speech devices; synthesized speech devices; mobile devices with AAC apps or software that may utilize multi-meaning icons or other symbol systems including ASL, pictures, videos, letters, words and/or phrases; amplification technologies and accessories.
- 2.6.4 Adjustment to Disability (AD) shall be provided by personnel or subcontractors who:
1. Have at least one (1) year of Adjustment to Disability counseling experience with persons with blindness or vision impairment, or
 2. Hold a Master's degree in Rehabilitation Counseling or equivalent degree; or
 3. Hold a Commission on Rehabilitation Counseling Certification (CRCC); or
 4. Hold a certification as a Vision Rehabilitation Therapist (CVRT), Low Vision Specialist (CLVS) by the Academy for Certification of Vision Rehabilitation & Education Professionals (ACVREP); or
 5. Hold a National Certification in Rehabilitation Teaching for the Blind (NCRTB).
- 2.6.5 Orientation and Mobility (O&M) Training shall be provided by personnel or subcontractors who:
1. Hold a certification in Orientation and Mobility service provision by the Academy for Certification of Vision Rehabilitation & Education Professionals (ACVREP), or
 2. Hold a National Orientation and Mobility Certification (NOMC) through the National Blindness Professional Certification Board (NBPCB).
- 2.6.6 Communication Skills Training (CST) shall be provided by personnel or subcontractors who:
1. Have at least one (1) year documented experience in teaching Braille to persons with blindness or vision impairment; or
 2. Have at least one (1) or more of the of the following:
 - a. Hold a National Certification in Unified English Braille through the National Blindness Professional Certification Board (NBPCB); or

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- b. A state-level Braille exam, such as the one administered by the University of Arizona and accepted by the AZ Department of Education; or
 - c. Hold a Braille Certification through the Library of Congress program.
- 2.6.7 Work-Related Living Skills Training (WRLST) shall be provided by personnel or subcontractors who:
1. Holds a certification as a Vision Rehabilitation Therapist (CVRT), Low Vision Specialist (CLVS) or Teacher for the Visually Impaired (CTVI) by the Academy for Certification of Vision Rehabilitation & Education Professionals (ACVREP); or
 2. A licensed Occupational Therapist with training in blindness; or
 3. Hold a National Certification in Rehabilitation Teaching through the National Blindness Professional Certification Board (NBPCB); or
 4. Have at least three (3) years documented experience in teaching daily living skills to persons with blindness or vision impairment.
- 2.7 Administrative Requirements
- 2.7.1 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. Rehabilitation Instructional Services for Blind and Visually Impaired Client Service Plan (Exhibit W1);
 4. Rehabilitation Instructional Services for Blind and Visually Impaired Evaluation Report (Exhibit W2);
 5. Rehabilitation Instructional Services for Blind and Visually Impaired Monthly Progress Report (Exhibit W3);
 6. Rehabilitation Instructional Services for Blind and Visually Impaired Service Closure Report (Exhibit W4);
 7. A record of the Vendor's personnel time spent providing services; and
 8. Other documents relevant to service provision.
- 2.7.2 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 Vendor personnel and subcontractors to ensure the effectiveness of the relationship between the VR Client and direct service personnel.
- 2.7.3 Adhere to the Vendor Code of Conduct (Exhibit C1).
- 2.7.4 Adhere to the requirements of the Rehabilitation Act and its implementing regulations 34 CFR 361.51 "Standards for facilities and providers of services."

3.0 VENDOR PERFORMANCE EVALUATION

- 3.1 Service Outcome. The VR Client shall acquire the skills stated in the Client Service Plan. VR Client Skill Level shall be measured as:

Skill Level	Description
0	Demonstrates No Skill
1	Demonstrates Limited or Inconsistent Skill Performance

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2	Demonstrates Basic, but Inconsistent Skill Performance
3	Demonstrates Good and Consistent Skill Performance
4	Excellent Skills

- 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 VR Clients referred to the Vendor shall be accepted for services.
 - 3.2.2 **Performance Standard #2 - Completion Rate:** At a minimum, ninety percent (90%) of VR Clients who were accepted by the Vendor and participate in the program shall successfully complete the objectives and shall acquire and demonstrate Skill Level 3 for each training area agreed upon in the Client Service Plan (Exhibit W1).
 - 1. VR Clients who drop out of the program due to their dissatisfaction with the quality of the Vendor’s service provision are included in 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.) are not included in Performance Standard.
 - 3.2.3 **Performance Standard #3 - Reporting:** The Vendor shall submit no less than ninety percent (90%) of their initial Reporting Packets completely and accurately, as defined by the MSP, by the established timelines identified within these Service Specifications.
- 3.3 The MSP and ADES/RSA will analyze the Vendor’s progress in achieving the overall minimum acceptable service standards.
 - 3.3.1 Information for evaluating the Vendor's effectiveness and performance will be gathered from the MSP, Vendor’s monthly reports, and the RSA case management System of Record.
 - 3.3.2 The results of the data analysis may be shared with VR Clients and VR Counselors as part of informed choice in selecting the services among available Vendors.
- 4.0 PAYMENT**
 - 4.1 Payment rates are all inclusive, which means they include the Vendor’s staff time, administrative costs, research, report preparation, travel time and mileage, time lost due to VR Client missed appointments (“no shows”), and any other costs associated with the service provision. RSA will not pay for these costs separately with exception to when there is a “no show” at the initial Client Service Plan meeting by either two (2) of the three (3) required parties, the VR Counselor or VR Client.
 - 4.2 The Payment Unit is one (1) hour, which equals sixty (60) minutes of actual time spent providing Rehabilitation Instructional Services for Blind and Visually Impaired 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 Rehabilitation Instructional Services for Blind and Visually Impaired service activities that last longer than fifteen (15) minutes:
 - 4.3.1 With VR Clients face-to-face, by video conference, or by phone calls; and

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- 4.3.2 With VR Counselors face-to-face, by video conference, or by phone calls to discuss specific issues pertaining to VR Clients.
- 4.4 Multiple VR Rehabilitation Instructional Services for Blind and Visually Impaired 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 Rehabilitation Instructional Services for Blind and Visually Impaired were 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. Rehabilitation Instructional Services for Blind and Visually Impaired Client Service Plan (Exhibit W1);
 2. Rehabilitation Instructional Services for Blind and Visually Impaired Evaluation Report (Exhibit W2);
 3. Rehabilitation Instructional Services for Blind and Visually Impaired Monthly Progress Report (Exhibit W3) to report the VR Client's progression during the reporting period;
 - a. Request equipment needed by the VR Client from the VR Counselor and list each piece and whether it was received on the Monthly Progress Report, under the service for which it is intended.
 4. Rehabilitation Instructional Services for Blind and Visually Impaired Service Closure Report (Exhibit W4) 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.
- 5.2 Submit to the MSP as appropriate:
- 5.2.1 Verification of the qualifications of staff or subcontractors, using Exhibit W5, 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.

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- 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 the Vendor to submit additional or revised reports related to the service provision and contract 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.