Frequently Asked Questions (FAQ)

Vocational Rehabilitation Services in the MSP Program

What is Trial Work Experience?

Trial Work Experience (TWE) is an exploration of a client's ability and capacity to perform work duties in a single realistic, integrated work setting for the purposes of eligibility decision, and is used for those clients who require further assessment to determine eligibility for VR services. This service includes:

- A Client Service Planning Meeting to develop and agree upon the client's service objectives.
- Trial Work Experience services, in the most competitive and integrated setting, which consist of short-term unpaid trial work experiences which are:
    - designed to measure a client's eligibility for VR services,
    - in a real work environment that can be facility- or community-based.
- An optional Post-Service meeting to discuss the findings from the service.

What is Work Adjustment Training?

Work Adjustment Training (WAT) is used for those clients who require extensive preparation for employment. It is training in basic skills that individuals must possess to be successful at work. Work readiness skills are also known as soft skills, employability skills, or job readiness skills. WAT includes:

- Client Service Plan Development; to discuss, agree upon and document the client's service objectives.
- Work Adjustment Training services, in the most integrated setting, consists of teaching the core work readiness/employability skills necessary for obtaining and maintaining employment as well as successful work behaviors and performance.
- An optional Post-Service Meeting to review the acquired skills and any associated issues.

**Exhibit D1 – The Work Adjustment Skills Matrix is a great resource for understanding and planning this service.

What is Job Training?

Job Training (JT) is a systematic training program, in a disability-friendly

environment, that prepares persons with disabilities for entry-level employment opportunities or for career advancement in the competitive and integrated labor market. This service provides a job training program that may include, but are not limited to the following career areas:

- Customer Service Representative (e.g. positions in business support services industry, the telecommunications industry, manufacturing, wholesale trade, etc.);
- Computer Technology (application programming, etc.);
- Clerical Technology (data entry, filing, general office work, use of computer applications, database maintenance, etc.);
- Training for Home Based Employment in various career fields listed as growing in the "Growing and Declining Industries" reported by the Department of Labor Statistics;
- Peer Mentoring Training program to prepare clients with the skills necessary to obtain various paraprofessional positions in behavioral health services (e.g. peer support specialists, behavioral health aides);
- Any other occupational field listed as growing in the "Growing and Declining Industries" reported by the Department of Labor Statistics.

One-on-One Job Training Instructions: Intended for clients who have extreme difficulties accomplishing training objectives due to the nature of their disability as determined jointly by the Vendor, the RSA Counselor and the client. These clients shall attend the chosen job training program with other clients. One-on-one instructions may be provided in addition to the regular training program to assist the client to complete the program within the established timeframe.

What is Vocational Assessment?

Vocational Assessment (VA) is an individualized and systematic evaluation of a client's vocational potentials and employment-related strengths and limitations, and gathering employability-related information to assist and empower the client in making vocational decisions. The evaluation may include RSA referral information, intake interviews, vocational testing, behavioral observation and work activities (in either real or simulated work environment) for assessing the client's vocational capabilities, exploring vocational areas and guiding employment choices. A client may be referred for one or more evaluation(s) depending on the client's individual needs.

The following types of evaluation are included in this service:

- Basic Vocational Evaluation;
- Moderate Vocational Evaluation;
- Comprehensive Vocational Evaluation;
- Comprehensive Vocational Evaluation Utilizing McCarron-Dial System; and
- Post–Service Consultation Meeting

Authorizations

How are authorizations for new Clients handled?

Authorizations for new Clients will go through the AZVRS MSP process.

- Vendors should reference the Vendor portal, which contains training for the MSP process: https://programs.knowledgeservices.com/azvrs/azvrs-vendors/

How will Vendors receive authorizations in the MSP Program?

All authorizations must be sent from the MSP Program Team to the selected Vendor. If an authorization is received outside of the MSP Program Team, please notify AZVRS@knowledgeservices.com. *Verbal authorizations are not valid. Services must be authorized prior to being provided.*

New Client Notifications

How will the Vendors be notified of new postings?

Vendors will be emailed after each posting is opened in dotStaff™. Vendors can also log into dotStaff™ and view open postings at any time**.**

With the new process of the Vendor submitting their ability to service a Client on a posting, will KS be selecting Vendors to send to the Client?

No. Knowledge Services will send the VR Counselor a list of all Vendors who indicated they could service the Client and the VR Counselor will provide the Client with all of those Vendors. The Client will still have their selection of whichever Vendors they would like to provide service.

In the new MSP Process, how long will Vendors have to respond to a posting

with their ability to provide service to a new Client going through the MSP Process?

> Knowledge Services will open the "posting" no more than 1 business day after receiving the MSP New Client Referral Form submitted by the VR Counselor. Once the "posting" is open, the Vendors will have 3 business days to submit their interest in servicing the new Client.

How is Knowledge Services going to monitor Vendors who turn down clients?

> Knowledge Services will be tracking 3 metrics for Vendor performance, which can be found in the Service Specifications created by RSA.

Do we have to go through this process if the client already knows the Vendor they want to use?

> VR Counselors will complete the MSP New Client Referral Form pre-identifying the Clients' selected Vendor. Knowledge Services with only work with the selected Vendor from that point forward.

What happens if the Client pre-selects a Vendor, but the Vendor cannot service that client even though they were "pre-identified"?

> Please notify AZVRS@knowledgeservices.com as soon as possible if your company cannot provide services for a client you've been pre-identified for. Knowledge Services will notify the RSA Counselor and will open a posting for the remaining Vendor network.

Invoicing

How will the Vendors submit invoices under the MSP Program?

> Following the Reporting Requirements found within each Service Specification, Vendors must submit an electronic Service Summary and attach the applicable reporting documentation and supporting documents for each authorization on a monthly basis
>
> - https://knowledgeservicesforms.formstack.com/forms/azvrs_service_summary

How quickly will Knowledge Services invoice the State?

> Once the AZVRS MSP Program Team validates the reporting packet is complete and accurate, a milestone will be created in dotStaff™, generating an invoice.

What are the payment terms with the new MSP model?

Once AIB receives the invoice from Knowledge Services, RSA has 30 days to pay Knowledge Services. After receiving payment from RSA, Knowledge Services will remit payment to the Vendor in 7 days.

Will there be a process for reconciliation from KS for unpaid invoices so far?

dotStaff™, the Vendor Management System, will automatically reconcile what has/has not been paid.

Where can Vendors find status updates on each dotStaff™ invoice generated?

By accessing dotStaff™ > View Milestones.

What does each dotStaff™ status mean?

- Approved: The complete and accurate reporting packet has been approved by the MSP
- Invoiced: An invoice has been generated and sent to RSA for processing
- Paid: Knowledge Services received payment from RSA
- Completed: Knowledge Services has remitted payment to the Vendor

Progress Reporting

Where can I find the most up-to-date version of each Exhibit to utilize within monthly reporting packets?

On the Vendor Portal: https://programs.knowledgeservices.com/azvrs/azvrs-vendors/

Where can I view completed sample forms?

On the Vendor Portal: https://programs.knowledgeservices.com/azvrs/azvrs-vendors/

When will monthly reporting packets begin to be submitted by the Vendors?

Following the Reporting Requirements found within each Service Specification:

- Work Adjustment Training Monthly Reporting Packets are due to the MSP Program Team by the 15th day of the following calendar month
- Trial Work Experience:
  - CSP must be submitted to MSP Program Team (with Service Summary) within 5 business days after meeting with Client

- o Final TWE Assessment Report must be submitted to MSP Program Team (with Service Summary) within 5 business days of completing assessment
- o Partial Assessment Report must be submitted to MSP Program Team (with Service Summary) within 15 calendar days following the end of each calendar month in which TWE service was provided
- Job Training Monthly Reporting Packets are due to the MSP Program Team by the 15th day of the following calendar month
- Vocational Assessment/Evaluations are due within 7 business days upon completion of the evaluation to the MSP Program Team. Post-Service Consultation Reports are due within 7 business days upon completion of the Post-Service Consultation meeting.

Who is responsible for reviewing reports to approve them for payment? Occasionally invoices do not match the supporting reports are not correct or they are for incorrect amounts.

An invoice will not be paid by RSA unless proper supporting documentation matches services rendered. Knowledge Services will only invoice RSA with complete and accurate documentation from the Vendor. Counselors will then review each invoice and applicable documentation prior to approving for payment.

Will Knowledge Services be responsible for evaluating the services provided by the Vendor?

The RSA Counselor will still be validating quality of service from the progress report.

How do Vendors submit supporting documentation for VR Counselor review that will not be a part of a monthly reporting packet?

Please email the supporting documentation to AZVRS@knowledgeservices.com for review. The MSP Team will then send to AIB Scanning to load into Libera.

Who do Vendors contact with progress reporting or invoicing questions?

Please contact your MSP Program Team at AZVRS@knowledgeservices.com

Vendor Representative Compliance
How can new Vendor Representatives/Supervisors/Job Coaches/Personnel be

knowledge services

cleared to provide services under the MSP?

Vendors must submit/complete the Vendor Personnel Compliance Form found on the Vendor Portal, after the Vendor Company has vetted that the Vendor representative meets all Service Provider Qualification Requirements found in each applicable Service Specification. Vendor will receive a "Clearance" email from the AZVRS MSP Program Team, once Vendor Representative is cleared to provide services within the MSP Program

- https://knowledgeservicesforms.formstack.com/forms/azvrs_vendor_compliance_form