AZVRS MSP PROGRAM – SMALL BUSINESS CONSULTATION SERVICES
FREQUENTLY ASKED QUESTIONS (FAQ)

1. Does the SERC (Self Employment Review Committee) still have a role in approving business plans over 5k?
    a. As of January 2027, SERC will not be providing approval for Small Business Consultation Services.

2. Is the limit of approved funding still up to but not over 18K?
    a. This is correct.

3. Is it OK for the VRC to approve business plan funding under 5K?
    a. VR Supervisors are required to approve business plans.

4. Does "three (3) years full-time employment providing consultation to individuals and/or agencies concerning the development of and management of a small business enterprise" mean we must hire an experienced small business consultant who has been doing this with another company in order to be considered to provide this service?
    a. No.

5. Do current Small Business Consultation providers still need to complete and submit the Interested Vendor Form, or is that only required for new Vendors looking to join the network?
    a. Yes, incumbent providers are required to submit an Interested Vendor Form by 9/11/2026. All providers are required to be approved by RSA to provide Small Business Consultation services under the MSP Program.

6. We understand new authorizations will be issued for January. Do you know when Vendors should expect to begin receiving those authorizations so we can make sure there is no gap in services for current clients?
    a. Once there is a fully executed MSA in place between your organization and KS for Small Business Consultation Services, your organization's approved rates will be loaded into inFormed, which allows VR Staff to begin creating incumbent client authorizations. The expectation is VR Staff will have the ability to begin creating authorizations in the month of December.

7. For clients who are already receiving services going into January, what will the transition look like from a reporting standpoint? Will we close out December using the current MPR/CSP/Closure forms and begin using AC1–AC7 with the January authorization, or will there be any additional transition documentation required for existing clients?
    a. Services provided under your current/direct contact with RSA will require your current process be followed (e.g., current exhibits, current deadlines to submit reporting packets/invoicing, etc.). If there are changes to your current/direct contracts' processes, it will be communicated directly to your organization by the RSA Contracts Unit.

8. AC4 separates Business Plan Development, Business Plan Consultation, and Business Plan Implementation Follow-Up Consultation into separate authorized hour amounts. Will these all fall under one RSA authorization, or will separate authorizations be issued for each service?
    a. The expectation is that one (1) authorization will be generated, per quarter, that will include all authorized service hours/components.

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9. For the Self-Employment Assessment/Post Assessment Consultation under AC2 and AC3, and RSA Staff Consultation under AC6, will those each have their own authorization, or will they fall under the same Small Business authorization?
    a. The expectation is that one (1) authorization will be generated, per quarter, that will include all authorized service hours/components.

10. AC1 requires the Post Assessment Consultation to take place within 10 business days after the Assessment is completed. If that timeline cannot be met due to client or counselor availability, is there an exception process or somewhere that should be documented?
    a. Please document the reason the Post Assessment Consultation could not take place within ten (10) business days on the "Comments" field of the Post Assessment Consultation Report.

11. For expanding businesses, AC2 asks for the client's EIN, Arizona registration, and confirmation that they own, control, and manage at least 51% of the business. Are all three requirements that must be met for the client to move forward with the service, or are they being collected for documentation purposes?
    a. All three (3) are required to move forward with services.

12. For the question, "Will the VR Client require Business Plan Development?" how should this be answered at the CSP stage? My understanding is that this may not be known until the assessments are completed, the post-assessment consultation takes place, and VR determines whether Business Plan Development will be authorized.
    a. Although the assessment will be utilized to steer services, the VR Counselor will have an understanding of the VR Client's needs prior to the Client Service Plan to provide insight as to what components of services will be needed. If the VR Client's agreed upon service changes during service provision, revise the Client Service Plan (Exhibit AC1), include the date of revision, and obtain the VR Counselor's and VR Client's approval of the revision.

13. Can you confirm whether the new process requires the Small Business Consultant to participate in a meeting with the VRC and client after the assessments are completed, rather than only submitting the assessment report?
    a. Yes, there is a Post Assessment Consultation meeting and report that is required once the Assessment has been completed.

14. It appears that the Self-Employment Readiness questionnaire is now part of the CSP process. Currently, the Self-Employment Readiness questionnaire is part of the assessment process. We are concerned that the CSP will require more than a 1 hour meeting to complete. Many of the questions on the Self Employment Readiness questionnaire will necessitate probing in order to obtain pertinent and useful answers. Is it possible for the Service Specs to state up to 2 hours for the CSP meeting?
    a. The VR Counselor is able to authorize a Client Service Plan Meeting that exceeds one (1) hour (section 2.2.2.1.b). Please ensure these requests and approvals are documented via email between the Vendor and VR Counselor.

15. For the Self-Employment Assessment report, will it be acceptable to "refer to attached documents" such as with labor market survey and informational interview information. In our experience, these documents can be lengthy and would be difficult to include within the reporting template.
    a. Yes.

16. Since VR clients are required to complete informational interviews and labor market survey documentation during the assessment, should the client take part in career exploration services first or should they do this on

their own? It may take 5 hours alone to assist the client with completing the informational interviews and labor market surveys if they need our help.

a. Please discuss directly with the VR Counselor.

17. For the Post-Assessment Consultation Report, when designating the responsible party for the topics listed, is it acceptable to put both the VR client and the Vendor representative? Typically the VR client is responsible for these but they need assistance from the Vendor representative
    a. Yes, both the VR Client and Vendor can be referenced as the responsible party, with the understanding of the following:
       1. Business Plan Development may be authorized up to but not to exceed twenty (20) hours.
       2. Business Plan Consultation may be authorized up to but not to exceed ten (10) hours.
       3. Business Plan Implementation and Follow-Up Consultation may be authorized up to but not to exceed five (5) hours."

18. For the authorized hours thresholds, will the VR Counselors and/or VR Supervisor be able to authorize more hours if, for example, more hours are needed for Business Plan Development?
    a. This would be based on the documented justification provided to the VR Counselor and/or VR Supervisor.

19. Exhibit AC - 2.1.6 Preference would be 5 business days. We have had issues where people were out of the office and not immediately responding to email.
    a. This is standard language under the MSP program for all services.

20. Exhibit AC - 2.2.9 Preference would be 5 business days.
    a. Although this is standard language under the MSP program for all services, we recommend providing as much advanced notice to the VR Counselor to assist with issuing and obtaining amendments timely.

21. Exhibit AC1 - Include a statement "Questions answered based on the knowledge we have at time of the meetings". I.E. I would be unaware of criminal history, etc.
    a. Thank you for your feedback! The expectation is that the Client Service Plan (CSP) is completed based on the information and knowledge you have at time of the CSP, given the VR Counselor, VR Client, and Vendor are meeting to discuss and create the CSP in order to agree to service provision.

22. Exhibit AC2 - Based on experience the table for actual hours is hard to work with, many times not accepting AM/PM and full time. Recommendation is to validate that these field are formatted for time.
    a. Thank you for your feedback. Once finalized, each reporting exhibit will be turned into an electronic form that will be completed in the Vendor Management System (VMS).

23. Exhibit AC2 - Overall, this form is now asking for a lot of detail that would be included in the assessment paperwork and would be time-consuming to complete. Is it possible to attach a word document with the information available at the end of each month.
    a. State Exhibits are required to be completed monthly. Vendors are able to include supporting documents within their reporting packet (referencing "see attached" on the State Exhibit).

24. Exhibit AC3 - Include signature of client and counselor.
    a. We appreciate your feedback! At this time, the Vendor Representative will remain the required signature.

25. Exhibit AC5 - Overall, this form is now asking for a lot of detail that would be included in the working draft of the business plan and would be time-consuming to complete. Is it possible to attach a word document with the draft of the business plan in its current format at the end of each month?
    a. State Exhibits are required to be completed monthly. Vendors are able to include supporting documents within their reporting packet (referencing "see attached" on the State Exhibit).

26. Exhibit AC6 - Add a section for agreed to actions and responsible party.
    a. Please document the agreed to actions and the responsible party under "Narrative Summary of matters discussed at Consultation Meeting:"

27. Exhibit AC7 - Suggestion would be to hold a meeting with counselor to agree to closing out the client and add their signature.
    a. Vendors are more than welcome to hold meetings (e.g., staffings) with VR Counselors prior to closing a VR Client, but this meeting is not required. Please note: Vendors are required to submit the Small Business Consultation Services Service Closure Report (Exhibit AC7) within thirty (30) days after service closure for any reason.

28. Overall comment: It seems to be an excess amount of paperwork and forms to be filled out every month, every client. Would also like to see automation (e.g., auto populate certain demographic fields, information carryover from prior period).
    a. Thank you for your feedback.

29. Exhibit AC - My main concern regarding Section 2.3.1 is that the provider requirements are too restrictive, which will limit the vendor pool and restrict client choice. Specifically, this section creates two main issues:
    Unrealistic Dual-Experience Requirements: I believe that finding vendors with full-time experience in both business consultation and disability services will be highly difficult.
    Exclusion of Specialized Experts: The requirements exclude specialists necessary for assessing business viability. For instance, Cerebrations recently relied on a Vocational Specialist with a physical therapy background to help a client realize a massage therapy business was physically unfeasible due to chronic pain. This expert guidance allowed the client to pivot to a successful business model - a vital service that the current draft would exclude. "
    a. Thank you for your feedback! Individuals who do not meet the qualifications in section 2.3.1 to supervise the service, can still provide services as referenced in section 2.3.2. RSA is open to refining the qualifications in the future, if needed.