AZVRS MSP PROGRAM – TUTORING SERVICES
FREQUENTLY ASKED QUESTIONS (FAQ)

1. Exhibit U - Service Specifications: Are K12 students who are VR clients but not working on high school equivalency preparation programs not eligible for tutoring? E.g., if a middle schooler who is a VR client is sent to us by VR, can we still provide services to them even though they are not working on a high school equivalency preparation?
   a. No.

2. Exhibit U - Service Specifications: Under exhibit 2.2.3(a), some referrals are very fast paced, needing a CSP meeting the next day to sign CSP documents and start service. For these scenarios, the VR counselor okay's virtual or teleconference CSP meetings, which also works out for clients who may not have transportation to get to DCS offices in a timely manner. Are virtual/teleconference CSP meetings now ruled out if approved by the VR counselor?
   a. Face-to-face includes in-person and virtual. A phone call would not be acceptable for a CSP meeting. Added face-to-face definition in Exhibit C3.

3. Exhibit U - Service Specifications: Re: CSP Face-to-Face (2.2.3 a) (2.2.3 Client Service Plan Development:) a. The meeting shall be face-to-face and include the Vendor, VR Counselor, VR Client, and if applicable, the VR Client Guardian/Representative, to determine whether the services and the Vendor are appropriate for the VR Client, and...
   The CSP language above only mentions face-to-face meetings. The 4.0 Payment Section states F2F plus video conference or phone calls. While staff are frequently with the client F2F for the CSP, the VR Counselor typically join by phone or video conference. Are we to assume that all types of meeting methods are acceptable for the CSP meeting, or should that language be added to clarify?
   a. Face-to-face includes in-person and virtual. A phone call would not be acceptable for a CSP meeting. Added face-to-face definition in Exhibit C3.

4. Exhibit U - Service Specifications: Under exhibit 2.1.6, can you elaborate on the meaning of "increase or decrease of units of service or service setting"? Vendors were never able to increase this on their own, only the VR counselors do. Are you referring to making this change on the 'portal settings' and 'hours' in Knowledge Services portal?
   a. No. This statement is standard to require a new or amended authorization if there are not sufficient hours for service delivery. We recommend requesting additional hours from the VRC at least two weeks in advance or as soon as you know you will be exhausting the current authorized hours.

5. Exhibit U - Service Specifications: *Re: Written Curriculum, syllabus, content (2.2.1)In 2.0 Service Requirements mentions having a "curriculum, syllabus and tutoring content." 2.2.1 Have written curriculum, syllabus, content, and instruction that meet the following criteria: 1. The competency-based curriculum contains a program plan with specific academic area(s) to be taught, and the skills and knowledge to be acquired in the program. 2. Consistency with the VR Client's course of study and aligned to the required academic standards. 3. Specifically designed to increase the achievement and proficiency of VR Clients in meeting the desired academic standards in the subject area(s).* **This language feels more like Job Training vs. Tutoring services. While we have specific Tutoring Services approaches, protocols and strategies for tutoring clients, we would not have a curriculum or syllabus applicable to all the types of subjects covered under tutoring. More applicable for Tutoring service is**

to use the actual course syllabus and curriculum provided by the school / instructor to ensure the client receives support according to the course requirements. If creating a tutoring curriculum or syllabus is required for tutoring service, we request clarification on what that entails. If it's a general tutoring approach / system you are requesting, that is not how it reads in the Service Specs. If the wording is accurate and requires curriculum /syllabus for TUTORING specific to subject or client, that seems very challenging, and we need more information on how to comply with that.

    a. The 2.2.1 Curriculum requirement is not new under Tutoring Services, it is included in the current contract (current contracts held directly between each vendor and ADES).

6. Exhibit U1 - Client Service Plan: We have a question regarding the Objectives on the Client Service Plan, are they going to be preset objectives or will we create our own for services?

    a. Vendor will work with Client and VRC to create Objectives.

7. Exhibit U1 - Client Service Plan: Pre-test results indicating the VR Client's current skills level – Is this a result that will be provided to vendors by VR before the CSP meeting, so we enter the information while completing the CSP form? The assessments we provide to gauge students' level typically happen in the first few sessions of tutoring, which would be after the CSP form is due. Please confirm if this current skill level result is provided to vendors. Currently, we obtain this information by asking the client based on their results in the class up to the time of the CSP meeting. This client-provided data is what we record on the forms. Please advise if this is still acceptable.

    a. Yes, the current grade or skill level is self-reported by the client or reported by the VRC.

8. Exhibit U1 - Client Service Plan: On the CSP form, there is a line item stating the following: "Pre-test results indicating the VR Client's current skills level in each applicable academic area:" *The CSP language suggests there is a pre-test of skill level, but that language feels more like Job Training than Tutoring. The Service Specifications does not refer or indicate any mention of a pre-test. Instead, it states that we review referral information or past academic performance to determine potential client skill level (below)*. Determine the VR Client's existing skills in the academic area(s) that are subject to tutoring by using information provided by the VR Counselor (e.g. vocational assessment, psychological assessment, school records, etc.), by the VR Client, and, if appropriate, by the VR Client's family or representative(s). **While we rarely receive Vocational Assessments, psychological, transcripts, etc. with referral information, we do discuss during CSP client challenges, disabilities, academic accommodations, past performance, etc. related to tutoring needs. If the pre-test language is not accurate, please consider removing it from the CSP form. A pre-test for tutoring specific subjects seems very challenging, while a review of referral information and discussion regarding the client's abilities seems more in line with tutoring, necessary, and realistic.**

    a. Exhibit revised to reflect current grade level or skill level.

9. Exhibit U1 - Client Service Plan: How specific do we need to be with the service objectives?

    a. Please ensure the service objectives are clear and measurable, as referenced on the Client Service Plan.

10. Exhibit U1 - Client Service Plan: If we only have one (1) or two (2) objectives identified, do we leave objectives three through six (3-6) blank or type in N/A?

    a. You can leave blank or type in N/A – either option would be accepted under the MSP Program.

11. Exhibit U2 - Monthly Progress Report: For point 3, "Describe daily activities and services provided during this reporting period." Will this be an attachment we provide to Exhibit U2 including tutoring notes? If not, where do we provide the daily activities and challenges/difficulties, per the requirements of Point 3. There was no space on the Exhibit to enter this.

    a. You would provide this information in the section Service Objective Progress for each Service Objective worked on during the month.

12. Exhibit U3 - Service Closure Report: The closure form is redundant. They want you to indicate if the closure was successful or not, and then also indicate if the objectives were met. Typically, if they close successfully, they passed their course and met their CSP objectives. Is there an instance where someone would successfully close and not meet the objectives, or vice versa? Not typically.
    a. Updated Exhibit U3 Service Closure Report.
13. Exhibit U3 - Service Closure Report: Leaving the following sentence would be sufficient without the need to add more checkboxes, creating more room for error: "If VR Client did not successfully complete all objectives specified in the Client Service Plan, briefly state the objective(s) and describe barriers and/or recommendations:"
    a. Updated Exhibit U3 Service Closure Report.
14. Will completed sample exhibits be added to the Vendor Page?
    a. Yes, completed sample exhibits have been loaded to the Tutoring Services Vendor Page.
15. Do we send VR Counselors requests or reminders to issue new authorizations effective 4/1/2024 under Knowledge Services, or will the MSP complete this step?
    a. The RSA Program Team notified VR Staff internally that new authorizations are required to continue Tutoring Services effective 4/1/2024 under the MSP Program.
16. When will the Monthly Reporting Packet be due to the MSP for services provided in April 2024?
    a. The complete and accurate Monthly Reporting Packet for services provided in April 2024 are required to be submitted through Knowledge Services for review by May 15th, 2024 (fifteen days following the end of each calendar month in which services were provided).

knowledge services