

knowledge services

STATE OF ARIZONA

ARIZONA DEPT OF ECONOMIC SECURITY (ADES)

DIVISION OF AGING AND ADULT SERVICES (DAAS)

ADULT PROTECTIVE SERVICES (APS)

PSYCHOLOGICAL SERVICES MSP PROGRAM

TRAINING

July 2023



Introduction and Course Objectives



- Be able to understand the psychological evaluation process.
- Provide psychological evaluation service to qualified clients.
- Opportunity for feedback and questions.



Agenda

- ADES Initiative Overview and Objectives
- Knowledge Services Overview
- Definitions and Terminology
- Process Overview
- AZVRS Program Pages & Forms
- Q&A



● ADES Initiative Overview and Objectives



The State of Arizona Department of Economic Security's Division of Employment and Rehabilitation Services (DERS), Rehabilitation Services Administration (RSA) procured a contract for a Managed Service Provider (MSP) to provide various disability related services to ADES Clients. The ongoing implementation of WIOA has required Vocational Rehabilitation programs to think differently about how services are provided to ADES Clients and expand the capability to service individuals with the most significant disabilities.



ADES Initiative Overview and Objectives Cont.



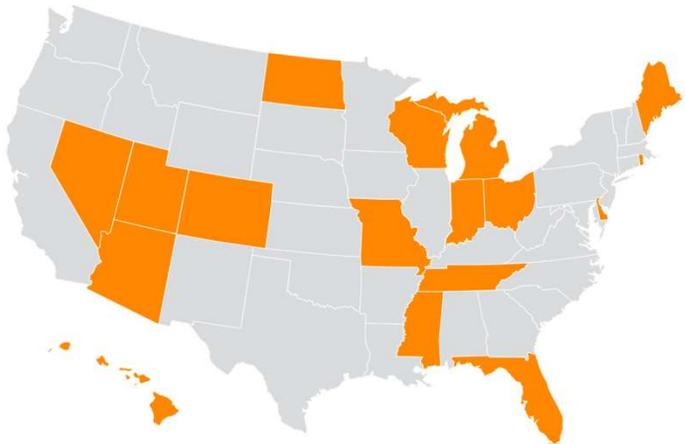
Several methods of procurement were considered, and the concept of a Managed Service Provider (MSP) resonated as a solution that would help meet several key outcomes:

- Provide an option to have the continuous opportunity to add to the network of service providers in order to best service the needs of ADES Clients across the state.
- Provide transparency in the selection of service providers.
- Reduce administrative time researching and arranging for available service providers.
- Contract consolidation.



About Knowledge Services

Serving Those Who Serve Others



Managed Services

- Human Services - Inclusive of Voc. Rehab
- Staff Augmentation
- Statement of Work

Cyber Security Services

- StateRAMP Founding Member
- StateRAMP Project Management Office (PMO)
- Consulting Services

Workforce Management

- Flexible, Right-Sized and Knowledge Services Managed

Staffing & Recruiting

- Direct and Contract-to-Hire
- Temporary Staffing
- Employer Of Record (EOR)

Survey Management

- NCI Surveys
- Multi-Modality
- Real-Time Reporting





Industry Definitions



- As the Managed Service Provider (MSP), Knowledge Services takes on primary responsibility for managing an organization's project service deliverables and vendors.
- dotStaff™ is Knowledge Services' **Vendor Management System (VMS)**, which is an internet-enabled project sourcing, milestone and invoicing application that enables us to procure and manage a wide range of projects and services in accordance with the organization's processes and rules.



DAAS/APS Definitions



- **Arizona Adult Protective Services (APS)** *investigates reports of abuse, neglect, and exploitation of vulnerable adults.* APS may also become involved when there is an allegation of self-neglect which is when an adult with physical or mental impairments is unable to meet their basic needs (such as food, shelter, health care, managing money, etc.), which then impacts the adult's physical health, mental health or general safety. *The goal of APS is to prioritize an adult's right to make their own decisions while keeping them safe.*
 - APS tries to support the vulnerable adults in their current home, and to augment the skills they need to take care of themselves by completing referrals to community-based services who provide aid to assist with challenges the adult may be facing as well as help mitigate any risks or safety factors that may be present. However, APS must always balance the need to protect the safety of the vulnerable adult with the adult's right to make their own decisions.
 - The purpose of an APS investigation is to verify through personal contact, the vulnerable adult's physical and mental status, how they live, their support system (family and friends), and their strengths. The allegations of abuse, exploitation, or neglect (including self-neglect) are investigated, and a plan is created with the help of the vulnerable adult or the vulnerable adult's representative. Reports can be made online or by phone Monday-Friday 7:00 a.m. to 7:00 p.m. and Saturdays, Sundays and state holidays 10:00 a.m. to 6:00 p.m. The APS online reporting form is available twenty-four (24) hours a day, seven (7) days a week.



Terminology



- Guidesoft Inc., dba Knowledge Services
- MSP
- dotStaff™/VMS
- Confirmation of Ability to Provide Services
- Rates for Services (Local, Distant)
- Vendor: Representative/Personnel
- DAAS MSP New Client Referral Form
- Exhibit DAAS N - APS Psychological Services Service Specifications
- Exhibit DAAS N1 - Psychological Services APS Evaluation Report
- Exhibit DAAS N2 - Psychological Services APS Client Records Review Report
- Exhibit DAAS N3 - Psychological Services APS Affirmation of Qualifications
- Exhibit DAAS N4 - Psychological Services APS Client No Show Report
- Exhibit DAAS C - Vendor Code of Conduct





APS Engaging MSP



When to engage the MSP?

- New APS Psychological Services Requests
- Questions regarding Vendor Network
- Escalations
- Invoice questions

How to engage the MSP?

- Call the MSP Program Team at (602) 698-0944
- Email the MSP Program Team at AZVRS@knowledgeservices.com



APS Receives Allegation



1. Reports are submitted online or by phone
2. Allegation is reviewed by the Central Intake Unit
3. If allegation meets APS qualifications, case is sent to the respective District/Field office:

APS District Boundaries



- District 1 – Maricopa, Pinal, Gila, Graham and Greenlee County
- District 2 – Pima, Santa Cruz and Cochise County
- District 3 – Coconino, Navajo, Apache and Yavapai County
- District 4 – Mohave, La Paz and Yuma County

APS Receive Allegation Cont.



4. APS case is given priority rating based on level of severity of allegation
 - **Priority 1:** Investigator responds within twenty-four (24) hours
 - This is considered the highest priority; it contains a qualifying problem with an imminent and substantial risk of life-threatening harm
 - **Priority 2:** Investigator responds within forty-eight (48) hours
 - This priority contains a qualifying problem with moderate aggravating circumstances
 - **Priority 3:** Investigator responds within five (5) business days
 - This priority contains a qualifying problem with mitigating, but no aggravating circumstances



APS Investigates Allegation



5. Investigator conducts interview with client to discuss the allegation(s)
6. Collateral Contact interviews may be conducted to assist with making determination of allegations
 - Collateral contacts may include neighbors, spouse, facility workers, etc.
7. At this time, medical records and/or a Psychological Evaluation may be requested by Investigator to determine vulnerability
8. If a Psychological Evaluation is requested, Investigator will staff case with APS Supervisor to determine the need.
9. APS Supervisor will email the Business Office for funding approval



DAAS MSP New Client Referral Form Process



10. Once funding approval is received, APS Supervisor completes the DAAS MSP New Client Referral Form
 - APS Supervisor and Investigator will be listed on referral (Name, Phone Number, Email Address)
 - Both email addresses will receive an automatic confirmation email from Knowledge Services, confirming receipt of your submission
 - APS Supervisor required to complete all fields with a red asterisk
 - Please note: APS Supervisor is identifying for the MSP the # of approved units for the service, in addition to the approved dates of service.
 - If Vendor exceeds the # of approved units, the additional hour(s) will not be billable
 - If Vendor conducts evaluation outside of approved service dates, the evaluation will not be billable



MSP Coordination with Vendor Network



Pre-Identified Vendor:	Open Referral (Non Pre-Identified Vendor):
<p>11. MSP Program Team receives referral and creates posting (without client PII) in dotStaff™</p>	<p>11. MSP Program Team receives referral and creates posting (without client PII) in dotStaff™</p>
<ul style="list-style-type: none"> ▪ Vendor submits their confirmation of ability to provide services within 3 business days 	<ul style="list-style-type: none"> ▪ Vendor(s) submits their confirmation of ability to provide services within 3 business days
	<ul style="list-style-type: none"> ▪ MSP Provides list of confirmed Vendors to Supervisor and Investigator on the 3rd business day
	<ul style="list-style-type: none"> ▪ Supervisor and/or Investigator notify the MSP which vendor they would like to have conduct the evaluation



MSP Coordination with Vendor Network Cont.



12. MSP sends clearance email to Vendor, Supervisor, Investigator and DAAS Receiving, clearing Vendor to provide Psychological Services
 - Once cleared through MSP, Vendor may request additional medical documentation directly from Investigator to assist with conducting Psych. Eval
 - Additional documentation should be sent from Investigator to Vendor (outside of the MSP)



Sample Vendor List Provided to APS



Hello Jane,

Thank you for submitting the DAAS MSP New Client Referral Form for John Smith. The following vendors have confirmed their ability to provide Psychological Services. Please let us know which Vendor you'd like to select to complete the Psychological Evaluation.

Vendor Company Name	Vendor Contact	Service Specializations	Vendor Accreditation
A-Z Neuropsychology, LLC	Sarah Burger sburger@a-zneuropsychology.com (520) 419-5354	Psychological Services, including: psychological evaluations, psychological evaluations with educational component, neuropsychological evaluations, evidence-based psychological therapies, concentrated record reviews.	Dr. Burger has been licensed continually as a Clinical Psychologist by the Arizona Board of Psychologist Examiners since September of 2013. She achieved board certification in Clinical Neuropsychology through the American Board of Professional Psychology (ABPP) in November of 2020.
Machelle Y Martinez, Ph.D. LLC	Machelle Martinez machelle@tubac.biz (520) 891-0821	Psychoeducational Evaluations	Licensed Psychologist
Sloan R. King, PhD, LLC	Sloan King drsloanking@gmail.com (612) 590-5038	Psychological Assessments of potentially vulnerable adults, typically referred by Adult Protective Services	Licensed psychologist

Thank you,

AZVRS MSP Program Team



Vendor Service and Invoicing Process



13. Vendor conducts Psychological Evaluation or APS Client Consultation Services
14. Vendor completes appropriate Exhibits for authorized service
15. Vendor submits Reporting Packet to MSP through electronic Service Summary
16. MSP Program Team reviews documentation to confirm complete and accurate
 - If corrections are required, MSP notifies Vendor and requests Vendor resubmits Reporting Packet with corrections
17. MSP generates invoice in dotStaff™ for complete and accurate Reporting Packet
18. MSP Program Team emails invoice and Reporting Packet to DAASReceiving@azdes.gov



Vendor Service and Invoicing Process Cont.



19. DAAS Receiving receives the invoice and Reporting Packet
20. DAAS FBO Staff creates a Receipt in APP attaching the invoice and DAAS OPS Finance funding pre-approval email (documents saved together)
21. DAAS FBO Staff submits the invoice to DES Accounting for payment
22. DES Accounting remits payment to Knowledge Services
23. Knowledge Services remits payment to Vendor



AZVRS Program Pages & Forms



[DAAS State Users Page](#)

- [DAAS MSP New Client Referral Form](#)



Contact DAAS FBO Operations Team - DES



DAAS FBO Operations Team – DES at daasfbooperationsteam@azdes.gov

- Standard of Work or Process Map questions



Contact Us



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knowledge services

Affordable. Experienced. Flexible. Proven.

Committed to the State of Arizona.

We are here to answer any questions you may have.
Thank you for the opportunity.