

## **Exhibit D**

### **Supported Employment 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 per State requirements. 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 Supported Employment (SE) refers to competitive integrated employment, including Customized Employment, in an integrated work setting in which an individual or youth with a most significant disability is working toward employment that is individualized and customized consistent with the unique strengths, abilities, interests and informed choice of the VR Participant with ongoing support services, and for whom competitive integrated employment has not historically occurred. Supported Employment consists of:
- 1.2 Customized Employment (CE): Competitive integrated employment for a VR Participant with a significant disability, that is based on an individualized determination of the strengths, needs, specific abilities and interests of the VR Participant and the business needs of the employer that is carried out through flexible strategies.
- 1.3 Extended Services (ES): Ongoing services needed to support and maintain the VR Participant who are youth with most significant disabilities in employment after successful job placement and completion of Individualized Plan for Employment (IPE) services in the VR Program.
- 1.4 A VR Participant is considered stable in their employment when the following criteria is met:
  1. Reduction in support services has occurred and a continuing level of support has been identified;
  2. VR Participant is emotionally and/or behaviorally stable;
  3. VR Participant performs expected job duties;
  4. VR Participant's supervisor reports satisfaction with VR Participant's job performance;
  5. VR Participant is satisfied with the job and work environment;
  6. VR Participant has reliable transportation to and from work;
  7. VR Participant is compensated at or above minimum wage but not less than the customary wage paid by the employer for the same or similar work performed by employees without disabilities; and
  8. The VR Participant's long-term supports have been identified at the work site.
- 1.5 Eligibility for individuals to receive this service is determined by the designated VR Counselor. Referrals for this service are based on the VR Participant's individual service needs and informed choice in conjunction with their VR Counselor.
- 1.6 This service is not intended to provide any other service not herein specified.

#### **2.0 SERVICE REQUIREMENTS**

The Vendor shall:

- 2.1 General Requirements
  - 2.1.1 Provide services that are culturally relevant and linguistically appropriate to the population to be 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 through American Sign Language) or in the native language of VR Participants for whom English is not

their primary language, and use all other appropriate and effective modes of communications used by VR Participants (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 request professional interpreting services and approval from the VR Counselor.
- 2.1.4 Make reasonable accommodations under the Americans with Disability 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 Division of Vocational Rehabilitation (DVR) Purchase Order (PO) from the DVR System of Record through the MSP. Verbal Purchase Orders, or any PO's not issued by the DVR System of Record through the MSP, 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 or extension of expiration date) without notice of a written DVR Purchase Order through the MSP for the change at least five (5) business days prior to the expiration of the existing DVR Purchase Order. DVR Purchase Orders from the VR Counselor or other DVR personnel are not valid.

## 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 Participant.
- 2.2.2 Intake Plan Development
  - 1. Schedule a meeting with the VR Counselor, VR Participant, VR Participant's Guardian/Representative, and VR Participant's Support Team, if applicable, within seven (7) business days after receipt of an assignment from the MSP for Intake Plan development.
    - a. The meeting shall be agreed to as face-to-face or virtual and include the VR Participant, VR Participant's Guardian/Representative, VR Participant's Support Team, the VR Counselor, and the Vendor to determine whether the services and the Vendor are appropriate for the VR Participant and;
    - b. Develop and agree upon the VR Participant's service; and
    - c. Complete the Intake Plan (Exhibit D1) form.
- 2.2.3 Provide support services and instruction necessary for the VR Participant to develop the skills stated in the Intake Plan.
  - 1. Initiate Service provision within ten (10) business days only after completion of the Intake Plan.
  - 2. Provide placement, maintenance, transition activities, support, and instruction for the VR Participant to accomplish required service objectives stated in the Intake Plan.
  - 3. Utilize modified equipment, fixtures, material, or any other aids deemed necessary to meet the physical, mental or sensory needs of the VR Participant.
  - 4. Use appropriate instructional techniques and resources with respect to cultural, gender, and lifestyle differences.
  - 5. Monitor the VR Participant's progress and provide ongoing support and feedback to help the VR Participant understand their strengths and limitations and encourage them to improve their work skills and behaviors.
- 2.2.4 Job Placement - Assist the VR Participant with the following requirements:
  - 1. Finding a job placement that matches the Area of Interest/Vocational Goal(s) identified in the Intake Plan, which is individualized to the VR Participant's work preferences and strengths and ensures a good employer/employee match.
  - 2. Building and utilizing community networks and natural supports as necessary throughout the process for information and support (e.g. family, friends, previous coworkers, or other community agencies) based on the VR Participant's individual choice.
- 2.2.5 Job Maintenance - Assist the VR Participant with the following requirements:
  - 1. Maintaining stable employment in the same job for a period of not less than ninety (90) days after job placement.

2. Customizing job duties or job carving for the VR Participant to have success in their employment.
3. Developing the skills necessary to request accommodation needs and obtain accommodations for employment.
4. Providing conflict resolution instruction to VR Participant, coworkers, and supervisors.
5. Providing job coaching services once the VR Participant obtains employment
  - a. Providing one hundred percent (100%) for the first month of job coaching beginning on the first day of employment for VR Participants who secure employment.
    - i. Example for Full Time Employment: eight (8) hours/five (5) days a week.
    - ii. Example for Part Time Employment: four (4) hours/five (5) days a week.
  - b. Providing fifty percent (50%) job coaching after VR Participant completes one (1) month of on-the-job job coaching.
    - i. Example for Full Time Employment: four (4) hours/five (5) days a week.
    - ii. Example for Part Time Employment: four (4) hours/two (2) days a week.
  - c. Providing twenty percent (20%), to include at least once a week on-site follow-up meeting, of job coaching after the VR Participant completes two (2) months of on-the-job job coaching.
    - i. Weekly on-site follow-up meetings must include VR Participant, Employer, and Vendor.
    - ii. Each weekly on-site follow-up meetings not to exceed one (1) hour.
  - d. Vendor to provide bi-weekly feedback to VR Counselor to provide VR Participant's progress.

#### 2.2.6 Transition - Vendor Representative to Long-Term Support – Assist the VR Participant with the following requirements:

1. Identifying and facilitating transition to Long-Term Support once VR Participant has successfully maintained employment for at least ninety (90) days.

#### 2.2.7 Supported Employment

1. Once the VR Participant obtains employment, the Vendor will arrange for the provision of the agreed upon services which include, at a minimum, twice-monthly on-worksites monitoring or offsite meetings between the VR Participant and Vendor to provide job development, job retention, job training, job coaching observation, facilitation of natural supports at the worksite, and/or follow-up services to reinforce and stabilize the employment.
2. Vendor to provide bi-weekly feedback to VR Counselor to provide VR Participant's progress and request additional hours or to extend authorized end date for services timely.
3. Supported Employment may be provided for up to twenty-four (24) months after the VR Participant has obtained employment to help the VR Participant achieve and maintain stable employment.
4. Supported Employment may only exceed twenty-four (24) months if necessary for the VR Participant to achieve stability in an employment outcome and an extension is agreed upon by the VR Participant and VR Counselor.

#### 2.2.8 Extended Services

1. Only youth with a most significant disability may receive Extended Services provided by DVR for up to four (4) years or until the youth reaches the age of twenty-five (25).
2. The vendor will arrange for the provision of the agreed upon services which include, at a minimum monthly on-worksites monitoring or off-site monitoring between the VR Participant and Vendor to develop and maintain natural supports at the worksite and/or follow-up services to reinforce and stabilize the employment.
3. Vendor to provide bi-weekly feedback to VR Counselor to provide VR Participant's progress and request additional hours or to extend authorized end date for services timely.

#### 2.2.9 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 Participant have been unsuccessful or the VR Participant fails to actively participate in services on a consistent basis,
  2. Through email documentation within one (1) business day if the VR Participant is encountering serious difficulties and problems that interfere with successful completion of the agreed upon objective(s).
- 2.2.10 Obtain the VR Counselor's approval in the form of a new or an amended DVR Purchase Order through the MSP prior to making any changes to the level of service provision (e.g. increase or decrease of units or extension of expiration date), and at least five (5) business days prior to the expiration of the DVR Purchase Order. Verbal Purchase Orders are not valid.
- 2.2.11 If the VR Participant's service objectives change during the service provision, revise the Intake Plan (Exhibit D1), include the date of revision, and obtain the VR Counselor's and VR Participant/VR Participant's Guardian/Representative approval of the revision.
- 2.2.12 Hold meetings with the VR Counselor, the VR Participant, and their Support Team, as needed, to discuss the VR Participant's progress toward the achievement of the established service objective(s) and/or acquired skills.
- 2.3 Service Provider (Vendor) Qualification Requirements
- 2.3.1 Utilize personnel or subcontractors who supervise the services who meet the following documented criteria:
1. Hold a Bachelor's degree from an accredited college or university in social science or education and
    - a. Be a Certified Employment Service Professional (CESP) or;
    - b. Have completed specialized training through an Association of Community Rehabilitation Educators (ACRE) certified Supported Employment and/or Customized Employment curricula or;
    - c. Completed specialized training through an Association of Community Rehabilitation Educators (ACRE) certified Supported Employment and/or Customized Employment curricula within two (2) years.
  2. Hold a Bachelor's degree from an accredited college or university in another field with one (1) year verifiable experience working directly with persons with disabilities and
    - a. Be a Certified Employment Service Professional (CESP) or;
    - b. Have completed specialized training through an Association of Community Rehabilitation Educators (ACRE) certified Supported Employment and/or Customized Employment curricula or;
    - c. Completed specialized training through an Association of Community Rehabilitation Educators (ACRE) certified Supported Employment and/or Customized Employment curricula within two (2) years.
  3. Hold a high school diploma or General Equivalency Diploma (G.E.D) with five (5) years verifiable experience working directly with persons with disabilities and;
    - a. Be a Certified Employment Service Professional (CESP) or;
    - b. Have completed specialized training through an Association of Community Rehabilitation Educators (ACRE) certified Supported Employment and/or Customized Employment curricula or;
    - c. Completed specialized training through an Association of Community Rehabilitation Educators (ACRE) certified Supported Employment and/or Customized Employment curricula within two (2) years.
- 2.3.2 Utilize personnel or subcontractors as Employment Specialists and/or Job Coaches who meet the following documented criteria, who must be under the direction and supervision of personnel who meet the criteria in 2.3.1:

1. Have a high school diploma or General Equivalency Diploma (G.E.D) and;
2. Have completed specialized training through an Association of Community Rehabilitation Educators (ACRE) certified Supported Employment and/or Customized Employment curricula or;
3. Completed specialized training through an Association of Community Rehabilitation Educators (ACRE) certified Supported Employment and/or Customized Employment curricula within two (2) years or;
4. Be a Certified Employment Service Professional (CESP) or;
5. Have a Job Coach Certificate from an accredited university (e.g., DVR sanctioned through San Diego State University, etc.).

## 2.4 Administrative Requirements

### 2.4.1 Establish and maintain a VR Participant case file that includes:

1. Assignment of service(s) to the VR Participant, including referral information;
2. DVR Purchase Orders(s);
3. Supported Employment Intake Plan (Exhibit D1);
4. Supported Employment Monthly Progress Report(s) (Exhibit D2);
5. Supported Employment Job Placement Report (Exhibit D3);
6. Supported Employment Service Completion Report (Exhibit D4);
7. A record of the Vendor's personnel time spent providing service; and
8. Other documents relevant to the service provision.

### 2.4.2 Have a Quality Management Plan (QMP) in order to continuously monitor the delivery of services and to ensure that the service provision meets the VR Participant's objectives to include the following:

1. Incident management, corrective action and preventions;
2. Complaints and grievances;
3. Monitoring and evaluation of the service provision, e.g., measurement of outcomes as it relates to the VR Participant's objectives, and the improvement of the quality of services; and
4. Routine monitoring of its personnel and subcontractors to ensure the effectiveness of the relationship between the VR Participant and direct service personnel.

### 2.4.3 Adhere to the Vendor Code of Conduct (Exhibit C).

### 2.4.4 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 Participant shall achieve stable job placement and demonstrate consistent application of the skills and techniques stated in the Intake Plan (Exhibit D1).

### 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, ninety percent (90%) of the VR Participants referred for services shall be accepted by the Vendor;

#### 3.2.2 **Performance Standard #2 - Completion Rate:** At a minimum, ninety percent (90%) of the VR Participants accepted by the Vendor shall secure a job placement and maintain employment for at least ninety (90) days, in alignment with the specified VR Participant Area of Interest/Vocational Goal identified on the Intake Plan (Exhibit D1).

1. VR Participants who drop out of the program due to their dissatisfaction with the quality of the Vendor's service provision will be counted towards this Performance Standard.
2. VR Participants 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.) will not be counted towards this Performance Standard and;

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 DVR 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 DVR case management System of Record.

3.3.2 The results of the data analysis may be shared with VR Participants 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 Participant missed appointments ("no shows"), and any other costs associated with the service provision. DVR will not pay for these costs separately.

4.2 The Payment Unit is one (1) Hour, which equals sixty (60) minutes of actual time spent providing Supported Employment to one (1) VR Participant. 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 Participant 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 Supported Employment that last longer than fifteen (15) minutes:

4.3.1 With VR Participants face-to-face, by video conference, or by phone calls;

4.3.2 With a community agency representative (related to access to educational or community services) or an employer face-to-face, by video conference, or by phone calls to resolve issues raised by the VR Participant or other party; and

4.3.3 With VR Counselors face-to-face, by video conference, or by phone calls to discuss specific issues pertaining to VR Participants.

4.4 The VR Counselor reserves the right to designate aspects of service provision in which the VR Participant must be present for.

4.5 If the Vendor becomes the employer of record for the VR Participant, services are considered no longer billable.

#### **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 Participant within fifteen (15) calendar days following the end of each calendar month in which Supported Employment was provided.

5.1.1 The Reporting Packet shall include the following reports, as applicable, for each VR Participant who received this service during a reporting period:

1. Supported Employment Intake Plan (Exhibit D1);
  2. Supported Employment Monthly Progress Report (Exhibit D2) to report the VR Participant's progression during the reporting period;
  3. Supported Employment Job Placement Report (Exhibit D3);
  4. Supported Employment Service Completion Report (Exhibit D4) within thirty (30) days after service completion 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.
- 5.1.3 Reporting Packets submitted with multiple PDF's will not be processed and will be returned to the Vendor. Vendor is responsible for submitting one (1) PDF Reporting Packet completely and accurately through the MSP's program for each individual VR Participant.
- 5.2 Submit to the MSP as appropriate:
- 5.2.1 Verification of the qualifications of staff or subcontractors, using Exhibit D5, 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 Participant is residing which may result in disciplinary action taken on their current licensure.
- 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 Participant;
  2. Alleged neglect, abuse, mistreatment or exploitation of a VR Participant (by anyone);
  3. Disappearance of a VR Participant. The Vendor shall report a missing VR Participant to law enforcement officials and the VR Counselor as soon as the Vendor suspects that the VR Participant may be missing;
  4. Suicide attempt(s) by the VR Participant;
  5. Sexual abuse against a VR Participant, including consensual sexual activity;
  6. Inappropriate sexual behavior toward a VR Participant;
  7. Any threat to the physical or emotional well-being of an individual or Vendor's staff member by a VR Participant, and;
  8. Any unexplained VR Participant 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 DVR reserves the right to require that the Vendor submit additional or revised reports related to the service provision and 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.