

## **Exhibit E**

### **Job Coaching 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 Job Coaching (JC) is the use of structured intervention techniques to assist the VR Participant in learning how to perform job duties and/or accessing the technology necessary to perform work related tasks.
  - 1.1.1 Job Coaching is provided to a VR Participant who has been placed in competitive employment in an integrated work environment which requires temporary support in order to maintain and/or stabilize the placement and enhance job retention.
  - 1.1.2 The Vendor's Job Coach/Vendor Personnel will work directly with the VR Participant in a training or placement site to help the VR Participant become skilled at the specific requirements for their employment.
  - 1.1.3 Depending on the VR Participant's need, Job Coaching may include components relating to assessments, skills development, self-advocacy, safe travel and/or orientation and mobility training.
  - 1.1.4 Job Coaching may also include assisting the VR Participant in acquiring the interpersonal skills necessary to be accepted as a worker at the job site.
- 1.2 A VR Participant is considered stable in their employment when the following criteria is met:
  - 1. Reduction in Job Coaching and related interventions has decreased to a level necessary to maintain the VR Participant's continued employment;
  - 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 has achieved the highest level of independence on the job, as determined by the VR Participant, Vendor Personnel, and VR Counselor.
- 1.3 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.
- 1.4 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 E1) form.
- 2.2.3 Provide coaching 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. Utilize modified equipment, fixtures, material, or any other aids deemed necessary to meet the physical, mental or sensory needs of the VR Participant.
  - 3. Use appropriate instructional techniques and resources with respect to cultural, gender, and lifestyle differences.
  - 4. 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 Coaching Services for Non-Supported Employment (SE) Participants
  - 1. Once the VR Participant obtains employment, the Vendor will arrange for the provision of the agreed upon services which include, at a minimum:
    - a. Provide 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. Provide fifty percent (50%) Job Coaching/maintenance 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. Provide twenty percent (20%), to include at least once a week on-site follow-up meeting, of Job Coaching/maintenance 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 and request additional hours or to extend authorized end date for services timely.
- 2.2.5 Job Coaching Services for Students with Disabilities (SWD)
- 1. The Division of Vocational Rehabilitation (DVR) provides Job Coaching for Students with Disabilities (SWD) who are receiving Pre-Employment Transitions Services (Pre-ETS) Work Based Learning Experience (WBLE) Job Coaching services through the MSP program.
  - 2. Given Job Coaching for SWD Participants in Pre-ETS WBLE are unlikely to fade due to the short-term nature of the work experience, the number of Job Coaching hours authorized shall not exceed the number of hours the SWD Participant works, up to one hundred twenty (120) hours for a single WBLE, without DVR approval.
  - 3. SWD Participants may participate in multiple Pre-ETS WBLEs and may require Job Coaching for each subsequent WBLE of up to one hundred twenty (120) hours with VR Counselor approval, in accordance with the SWD Participants' Individualized Plan for Employment (IPE).
- 2.2.6 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).
- 2.2.7 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.
- 2.2.8 If the VR Participant's service objectives change during the service provision, revise the Intake Plan (Exhibit E1), include the date of revision, and obtain the VR Counselor's and VR Participant/VR Participant's Guardian/Representative approval of the revision.
- 2.2.9 Hold meetings with the VR Counselor and the VR Participant, 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.

- 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 Specialist 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. 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. Job Coaching Intake Plan (Exhibit E1);
    - 4. Job Coaching Monthly Progress Report(s) (Exhibit E2);
    - 5. Job Coaching Service Completion Report (Exhibit E3);
    - 6. A record of the Vendor's personnel time spent providing service; and
    - 7. 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 E1).

- 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 successfully maintain and/or stabilize in their competitive employment, or ninety percent (90%) of SWD Participants accepted by the Vendor shall successfully complete a Work Based Learning Experience (WBLE).
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;
- 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 Job Coaching 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 Job Coaching 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, service provision must stop.

## 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 Job Coaching 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. Job Coaching Intake Plan (Exhibit E1);
  - 2. Job Coaching Monthly Progress Report (Exhibit E2) to report the VR Participant's progression during the reporting period;
  - 3. Job Coaching Service Completion Report (Exhibit E3) 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 E4, 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.