

## **Rehabilitation Technology 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 Rehabilitation Technology (RT) means the systematic applications of technologies, engineering methodologies, or scientific principles to meet the needs of, and address the barriers confronted by individuals with significant and most significant disabilities (including cognitive, physical, and mental impairments), in areas of employment, education, and independent living for individuals referred to by the Division of Vocational Rehabilitation (DVR). DVR may require Rehabilitation Technology to determine eligibility for Vocational Rehabilitation (VR) Services, to determine VR needs and/or to address the barriers confronted by individuals with disabilities to prepare for, secure, retain, regain, or advance within employment.
- 1.2 The goal for Rehabilitation Technology services for VR Clients is to increase, maintain, or improve functional capabilities of individuals with disabilities to the extent required to determine their eligibility for VR services, to determine VR needs, and to prepare for, secure, retain, or advance within their employment.
- 1.3 Rehabilitation Technology includes:
  1. Rehabilitation Engineering: Involves the application of engineering disciplines, mathematics, physical science, life sciences, analysis, and logical problem solving to maximize the abilities and independence of individuals with disabilities.
  2. Assistive Technology (AT) and Assistive Technology Devices: Any item, piece of equipment, or product system, whether acquired commercially off the shelf (COTS), modified, or customized, that is used to increase, maintain, or improve functional capabilities of individuals with disabilities.
  3. Assistive Technology Services: Any service that directly assists an individual with a disability in the selection, acquisition, or use of an assistive technology device.
- 1.4 Eligibility for individuals to receive this service is determined by the designated VR Counselor. Referrals for this service are based on the VR Client's individual service needs and informed choice in conjunction with their VR Counselor.
- 1.5 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 Clients for whom English is not their primary language and use all other appropriate and effective modes of communications used by VR Clients (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 Disabilities Act of 1990, as amended, to give people with disabilities an equal opportunity to benefit from program, services, and activities; and
- 2.1.5 Ensure their physical facilities where Rehabilitation Technology services are provided statewide meet the Americans with Disabilities Act (ADA) requirements;
- 2.1.6 Coordinate with DVR to provide appropriate supports to accommodate the rehabilitation needs of the VR Client during RT services and 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.
- 2.1.7 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 sent directly to the Vendor 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 Client.
- 2.2.2 Provide Rehabilitation Technology Services in one (1) or more of the three (3) training areas listed in section 1.3 above.
- 2.2.3 Assistive Technology - Functional Assessment
  - 1. Schedule a meeting with the VR Client and VR Client's Guardian/Representative, if applicable, within seven (7) business days after receipt of an assignment from the MSP to assess the technology needs of the VR Client and address how technology can address functional limitations the VR Client may experience in achieving employment.
  - 2. The assessment shall be agreed to as face-to-face or virtual and include the VR Client, VR Client's Guardian/Representative, and may take place at the VR Client's worksite, home, educational/training school site, or as indicated by the needs identified on the referral, during the assessment, or after the consultation.
  - 3. The assessment must include:
    - a. Pertinent background information about the VR Client;
    - b. Functional limitations and/or direct impediments to employment;
    - c. Functional information about the system, environment or site that the VR Client uses or will use, including limitations;
    - d. Detailed recommendations of the specifications for a device, system, trained skill, or service with justification, including advantages over other options, how it addresses the VR Client's functional limitations and vocational goals, maintenance cost, and cost/benefits;

- e. At a minimum, three (3) alternatives considered, including a comparison of features, future expansion capabilities, cost, reliability, etc.
  - 1) If fewer options are considered, the reason for including less than three (3) alternatives must be documented;
- f. Vendor resources for recommended AT devices;
- g. Device bids if cost is \$4,999.00 or higher;
- h. Requirements for delivering the service, including training of the VR Client, their family members (if applicable), employer (if applicable); and
- i. Any necessary modifications to the device/system or site along with any additional follow-up schedule and potential providers.

2.2.4 All recommendations for Assistive Technology including the estimated cost, anticipated date of delivery, and any required training shall be provided to DVR on the Assistive Technology Functional Assessment Report (Exhibit H1) form.

#### 2.2.5 Consultation and Planning

- 1. Schedule the Consultation and Planning meeting within ten (10) business days of submitting the completed Assistive Technology Functional Assessment. The Consultation and Planning meeting must include the VR Client, VR Client's Guardian/Representative (if applicable), VR Counselor, and Vendor to assist the VR Client in making meaningful and informed choices in the assessment, selection and acquisition of assistive technology services and devices.
- 2. Develop and agree upon the services the VR Client will receive by completing the Assistive Technology Action Plan (Exhibit H2) form.
- 3. Once assistive technology devices are approved, DVR will purchase devices for the VR Client.

#### 2.2.6 Rehabilitation Technology - Training

- 1. Training will be provided based on agreed upon, measurable goals and objectives outlined within the Assistive Technology Action Plan (Exhibit H2) to achieve the VR Client's identified employment goal.
- 2. Training shall be authorized for Rehabilitation Engineering, Assistive Technology, Assistive Technology Devices, and Assistive Technology Services.
- 3. Assistive Technology Devices and/or Services may include, but are not limited to, the following:
  - a. VR Client needs to learn basic use and maintenance of an assistive technology device or software program;
  - b. VR Clients needs to learn a new device that is complex enough to require at least two (2) training sessions to acquire the skills needed to use the device or software effectively;
  - c. Training may need to involve teaching co-workers, family members, personal attendants, or other appropriate support persons basic operation and maintenance of the device and how to restore basic settings if the consumer is unable to perform maintenance and reset activities;
  - d. VR Client needs assistance in tailoring an existing complex assistive technology solution to new employment demands; and
  - e. VR Client needs assistance troubleshooting existing integrated, complex assistive technology solution involving several devices and/or software programs.

#### 2.2.7 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 Client have been unsuccessful or the VR Client fails to actively participate in services on a consistent basis,
  2. Through email documentation within one (1) business day if the VR Client is encountering serious difficulties and problems that interfere with successful completion of the agreed upon objective(s).
- 2.2.8 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 Agreements and Purchase Orders sent directly to the Vendor are not valid.
- 2.2.9 If the VR Client's service objectives change during the service provision, revise the Assistive Technology Action Plan (Exhibit H2), include the date of revision, and obtain the VR Counselor's and VR Client/VR Client's Guardian/Representative approval of the revision.
- 2.2.10 Hold meetings with the VR Counselor, the VR Client, and the VR Client's Guardian/Representative, as needed, to discuss the VR Client'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 service and approve admission and progress reports who meet the following documented criteria:
1. Hold a Bachelor's Degree or Master's Degree from an accredited University in a disability related field with links to Assistive Technology (e.g., Rehabilitation Counseling, Rehabilitation Engineering, Occupational Therapy, Physical Therapy, etc.) with at least two (2) years of professional experience working with individuals with disabilities in the field of Assistive Technology which includes, but is not limited to:
    - a. Analyzing the needs of individuals with disabilities;
    - b. Assisting in the selection of appropriate assistive technology based on the individual's needs; and
    - c. Providing training in the use of the selected devices; OR
  2. Hold a Bachelor's Degree or Master's Degree from an accredited University in a non-disability related field with at least four (4) years of professional experience working with individuals with disabilities in the field of Assistive Technology which includes, but is not limited to:
    - a. Analyzing the needs of individuals with disabilities;
    - b. Assisting in the selection of appropriate assistive technology based on the individual's needs; and
    - c. Providing training in the use of the selected devices; OR
  3. Hold a Rehabilitation Engineering and Assistive Technology Society of North American (RESNA) certification or equivalent certification with at least two (2) years of professional experience working with individuals with disabilities in the field of Assistive Technology which includes, but is not limited to:
    - a. Analyzing the needs of individuals with disabilities
    - b. Assisting in the selection of appropriate assistive technology based on the individual's needs; and
    - c. Providing training in the use of the selected devices; OR

4. Hold a high school diploma or General Equivalency Diploma (G.E.D) with at least ten (10) years of professional experience working with individuals with disabilities in the field of Assistive Technology which includes, but is not limited to:
  - a. Analyzing the needs of individuals with disabilities;
  - b. Assisting in the selection of appropriate assistive technology based on the individual's needs; and
  - c. Providing training in the use of the selected devices.
- 2.3.2 Assistive Technology Specialists providing direct client services must meet the following documented criteria:
  1. Hold a certification in a disability related field or have at least two (2) years of professional experience working with individuals with disabilities; and
  2. Have at least one (1) year of professional experience working with individuals with disabilities in the field of Assistive Technology, including training on the use of selected devices; and
  3. Must be under the direction and supervision of personnel who meet the criteria in 2.3.1 above.
- 2.3.3 Supervisors and Assistive Technology Specialists are required to have a professional development plan to maintain their skills and maintain licensure or certification(s) in their field through Continuing Education.
- 2.4 Administrative Requirements
  - 2.4.1 Establish and maintain a VR Client case file that includes:
    1. Assignment of service(s) to the VR Client, including referral information;
    2. DVR Purchase Order(s);
    3. Rehabilitation Technology Assistive Technology Functional Assessment Report (Exhibit H1);
    4. Rehabilitation Technology Assistive Technology Action Plan (Exhibit H2);
    5. Rehabilitation Technology Assistive Technology Monthly Progress Report (Exhibit H3);
    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 Client'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 Client'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 Client and direct service personnel.
  - 2.4.3 Adhere to the Vendor Code of Conduct (Exhibit C).

### **3.0 VENDOR PERFORMANCE EVALUATION**

- 3.1 Service Outcome: The Vendor must meet the following:
  - 3.1.1 Individualized needs: Ensure the technology meets specific functional goals.
  - 3.1.2 Usability: Devices should be easy to use and reliable.
  - 3.1.3 Compatibility: Ensure Assistive Technology (AT) integrates with existing systems (e.g., computers, wheelchairs, etc.)
  - 3.1.4 Cultural and Linguistic Sensitivity: Recommendations should align with the individual's background and preferences.

- 3.1.5 Cost and Funding: Explore costs, funding and affordability should devices need to be repaired and/or updated.
- 3.2 Performance Standards. The Vendor shall meet the following minimum acceptable performance standards during the quarter:
  - 3.2.1 **Performance Standard #1 - Assessment:** At a minimum, ninety percent (90%) of VR Clients who are accepted by the Vendor must have their Assistive Technology Functional Assessment meeting scheduled with the VR Client within seven (7) business days after an assignment from the MSP has been received to assess the technology needs of the VR Client and address how technology can address functional limitations the VR Client may experience in achieving employment.
  - 3.2.2 **Performance Standard #2 - Consultation and Planning:** At a minimum, ninety percent (90%) of Consultation and Planning meetings must be scheduled with each VR Client, VR Counselor, and Vendor within ten (10) business days of submitting the completed Assistive Technology Functional Assessment to assist the VR Client in making meaningful and informed choices in the assessment, selection and acquisition of assistive technology services and devices
  - 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 Clients 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 cost, research and search for potential training or work sites, report preparation, travel time and mileage, time lost due to VR Client missed appointments ("no shows"), and any other costs associated with the service provision. DVR will not pay for these costs separately.
- 4.2 Payment for the authorized Assistive Technology - Functional Assessment will be made based on the following:
  - 1. Rate(s) stated in the Rehabilitation Technology Fee Schedule (Exhibit H4) for the specific assessment.
- 4.3 Payment for the authorized Consultation and Planning, including conducting the Consultation and Planning Meeting, will be made based on the following:
  - 1. Rate(s) stated in the Rehabilitation Technology Fee Schedule (Exhibit H4).
- 4.4 Payment for the authorized Rehabilitation Technology - Training, including creating the Assistive Technology Action Plan (Exhibit H2), will be made based on the following:
  - 1. Rate(s) stated in the Rehabilitation Technology Fee Schedule (Exhibit H4).
  - 2. The Payment Unit is one (1) Hour, which equals sixty (60) minutes of actual time spent providing services for Rehabilitation Technology - Training to one (1) VR Client. 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 Client 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.

3. The Vendor shall bill only for time spent Rehabilitation Technology - Training that last longer than fifteen (15) minutes:
  - a. Training VR Clients, their co-workers, family members, personal attendants, or other appropriate support persons; and
  - b. With VR Counselors face-to-face, by video conference, or by phone calls to discuss specific issues pertaining to VR Client(s).

## **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 Client in which Rehabilitation Technology was provided.
  - 5.1.1 The Reporting Packet shall include the following reports, as applicable, for each VR Client who received this service during a reporting period:
    1. Rehabilitation Technology Assistive Technology Functional Assessment Report (Exhibit H1), within five (5) business days after completion of the assessment.
    2. Rehabilitation Technology Assistive Technology Action Plan (Exhibit H2) within fifteen (15) calendar days following the end of each calendar month in which Rehabilitation Technology Services were provided.
    3. Rehabilitation Technology Assistive Technology Monthly Progress Report (Exhibit H3) within fifteen (15) calendar days following the end of each calendar month in which Rehabilitation Technology - Training was provided.
  - 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 Client.
- 5.2 Submit to the MSP as appropriate:
  - 5.2.1 Verification of the qualifications of staff or subcontractors, using Exhibit H5, 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 Client 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 Client;
    2. Alleged neglect, abuse, mistreatment or exploitation of a VR Client (by anyone);

3. Disappearance of a VR Client. The Vendor shall report a missing VR Client to law enforcement officials and the VR Counselor as soon as the Vendor suspects that the VR Client may be missing;
  4. Suicide attempt(s) by the VR Client;
  5. Sexual abuse against a VR Client, including consensual sexual activity;
  6. Inappropriate sexual behavior toward a VR Client;
  7. Any threat to the physical or emotional well-being of an individual or Vendor's staff member by a VR Client; and
  8. Any unexplained VR Client 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.