SCOPE OF WORK
SUPPORTED EMPLOYMENT-EXTENDED

1.0 ADES VISION AND MISSION STATEMENTS

1.1 ADES Vision: Every child, adult, and family in the State of Arizona will be safe and economically secure.

1.2 ADES Mission: The Arizona Department of Economic Security (ADES) promotes the safety, well being, and self sufficiency of children, adults, and families.

1.3 The Arizona Rehabilitation Services Administration (RSA) Mission for the Vocational Rehabilitation (VR) Program: To assist individuals with disabilities to achieve economic self-sufficiency through meaningful and sustained employment.

2.0 PURPOSE

2.1 The purpose of this service is to provide extended supported employment services to RSA clients who are individuals with disabilities.

2.2 Legal Authority**.** Arizona Revised Statute (A.R.S.) §41-1954(A)(6) provides ADES the authority to enter into contracts and incur obligations within the general scope of its activities and operations subject to the availability of funds.

2.3 Funding.

2.3.1 The funding source for this service is State Planned Social Services Block Grant (SSBG) which is assigned to DES/RSA by the local Councils of Governments [COG). RSA allocated a portion of the funds for Extended Supported Employment.

2.3.2 Service needs and program decisions may vary in eligibility, geographic and service availability, or the target group to which the service may be directed, which ultimately may affect funding availability under this contract.

2.3.3 Contracts will be awarded for Gila County.

2.4 Projected Award: ADES may make multiple awards to ensure service coverage. The contract is on an as needed basis. There is no guarantee of the number of units to be authorized.

3.0 SERVICE DESCRIPTION

3.1 Arizona Taxonomy: A service that provides long-term, on-going support services for an employed individual.

3.2 For the purpose of this contract , this service includes:

1. Assistance to clients in maintaining employment such as job coaching which requires regular contacts with the client, client's parents or guardians (if applicable), and/or the employer, job counseling and related support services; and job monitoring;
2. Assistance in assessment and identification of ongoing employment support needs, natural and peer support environments, and in accessing the resources necessary to meet those needs;
3. Assistance in locating a new job when necessary.

3.3 Service Eligibility Requirements/Target Population. Eligibility for these services is determined by RSA counselors.

3.3.1 Individuals to be served under this contract are clients with the most significant disability which may include one or more of the following:

1. individuals who have severe physical or mental impairment that seriously limits three or more functional capacities, such as mobility, communication, self-care, self-direction, interpersonal skills, work tolerance, or work skills, in terms of an employment outcome; and whose vocational rehabilitation can be expected to require multiple vocational rehabilitation services over an extended period of time;
2. individuals for whom competitive employment has not traditionally occurred or for whom competitive employment has been interrupted or intermittent as a result of a significant disability;
3. individuals who, because of the nature and severity of their disabilities, need extended supported employment services after the Vocational Rehabilitation program terminates employment support services in order to maintain competitive employment in an integrated setting consistent with the strengths, resources, priorities, concerns, abilities, capabilities,

interests, and informed choice of the individual; and

4. individuals who did not qualify for extended supported employment services provided by any other State agency such as the ADES Division of Developmental Disabilities, the Arizona Department of Behavioral Health, or Arizona Long Term Care.

3.4 Background Information

3.4.1 The Rehabilitation Service Administration is the administration within ADES which provides Vocational Rehabilitation (VR) and Independent Living (IL) services to individuals with disabilities. Through the provision of VR services, RSA assists individuals in achieving permanent, integrated, and competitive employment consistent with their strengths, resources, priorities, concerns, abilities, capabilities, interests and informed choice. Through the provision of IL services, RSA assists eligible individuals to increase their ability to function independently at home, at work and in the community.

4.0 SERVICE REQUIREMENTS.

The Contractor shall:

4.1 Ensure that all services provided are culturally relevant and linguistically appropriate to the population to be served.

4.2 Schedule a Service Planning Meeting with each client and/or the client's representative, if applicable, within ten (10) business days of receipt of a written RSA authorization. Verbal authorizations are not allowed. The purposes of this meeting are to:

1. determine whether the client and the Contractor choose to work together or to continue working together as a team, new referrals only.
2. discuss the client's service needs and determine appropriate services to be provided, e.g. increases in pay, benefits, movement to a more integrated or non-supported setting, etc.
3. develop jointly with the client the *Client Service Plan* (Exhibit A) upon which the provision of services shall be based. The Plan shall include clear, measurable objectives and specific time frames for the client to achieve the objectives.
4. specify clearly roles and responsibilities for the client and the Contractor, estimated number of service hours or days per month, and cost and timelines for the achievement of the service objectives.

4.3 Initiate service provision within ten (10) business days after receipt of written authorization for services and provide services specified in the *Client Service Plan* as follows:

1. Ensure that the services are delivered utilizing tools, techniques and materials which are appropriate to the mental and physical capacity/needs of the individual served.
2. Utilize modified equipment, aides and devices in order to meet the client's physical/sensory needs of the clients.
3. Continually evaluate the progress of the client and movement toward competitive employment settings without supports and/or employment which is more integrated, as well as develop and implement strategies to increase the client's hours and/or wages. Evaluation shall be conducted at least annually and discussed with the referring RSA staff during the annual meeting.
4. Schedule and conduct annual meetings to discuss progress and rehabilitation needs within thirty (30) days of each client's annual anniversary from the Client Service Plan start date, and submit a written annual report to the referring RSA staff. During the annual meeting and evaluation, discuss at least the following:
    1. the average number of paid work hours in a month for each client;
    2. the average hourly wage of each client;
    3. the current level of supervision; and.
    4. strategies to improve each over a specified period of time.
5. Revise the Client Service Plan as needed to implement the strategies for improvement and when the client is ready, identify and place the client in a more integrated and/or higher-paying job.
6. Notify the referring RSA staff verbally within one (1) business day if the client is encountering serious difficulties and problems that interfere with successful completion of the agreed-upon objective(s) including frequent absences.

7. Ensure that the appropriate new written authorization has been received from the designated RSA staff prior to making any changes in the level of service provided, including an increase or decrease in the number of units of service and/or a change in the setting.

5.0 QUALIFICATION REQUIREMENTS.

The Contractor shall ensure that:

5.1 Personnel who oversee the services provided under this contract and prepare progress reports meet the following minimum requirements:

1. A Master's Degree in a related field, e.g., Rehabilitation Counseling, Psychology, Sociology, Education, etc., and documentation of one year of full time employment working with individuals with disabilities; or
2. A Bachelor's degree in a related field, e.g. Rehabilitation Counseling, Psychology, Sociology, Education, etc., and documentation of two years full time employment in working with individuals with disabilities; or
3. A high school diploma or GED and documentation of five (5) years of experience directly working with individuals with disabilities, preferably involved in the provision of vocational rehabilitation services.

5.2 Personnel who do not have the above qualifications, but who provide direct services under this contract have a high school diploma or G.E.D and one (1) year of documented experience, preferably working with individuals with disabilities and involved in the provision of vocational rehabilitation services. These individuals may be utilized as follows:

1. On a limited basis and when assigned tasks that would be considered preliminary or less technical in nature, and
2. Under the direction and supervision of staff member who meets the criteria in 5.1 above.

5.3 Personnel providing direct client services shall:

1. Be able to communicate, either directly or through the assistance of professional interpreters, in the native language of clients who have limited speaking ability, and to use all other appropriate and effective modes of communications used by clients, e.g. Spanish language, American Sign Language, etc.
2. Effectively meet the variety of needs of RSA clients, including clients with intensive behavioral, physical, and medical challenges.

5.4 Personnel records include at minimum the following:

1. Copies of all licenses and/or certifications,
2. A current organizational chart that outlines the functional structure of the organization, including all program areas and staff positions, and
3. Current written job descriptions, which include minimum qualifications for training and experience, for each position that shall be utilized in the provision of a service under the contract, and current résumés/applications for each person who shall be providing services.

6.0 ADMINISTRATIVE REQUIREMENTS.

The Contractor shall:

6.1 Ensure that client case records include the RSA authorization letter(s), the Client Service Plan, Monthly Progress Reports, annual evaluation report, records of services provision, date(s) of follow-up meeting(s) with the clients, notes from meetings, personnel time log of service provision, client's attendance logs, and client's satisfaction surveys.

6.2 Maintain a quality management plan in order to continuously monitor the delivery of services and to ensure that the service provision meets the client's objectives.

6.2.1 Have the management plan on file and make the plan available to RSA contract monitors upon request. The management plan shall contain elements that address the following:

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

5. Soliciting input from clients to evaluate the effectiveness of the service provision by developing a client satisfaction survey and providing a copy of the survey to all clients upon the client's completion of the services for them to complete and sign. The Survey shall measure client satisfaction with services provided, goals obtained, and staff interaction, and their role in decision making process. The results of the client's satisfaction survey shall be kept in the client's case file.

6.3 Adhere to the Contractor Code of Conduct (Exhibit B).

6.4 Adhere to the requirements of the Rehabilitation Act and its implementing regulations 34 CFR 361.51 Standards for Facilities and Providers of Services as may be amended. http://www.access.gpo.gov/nara/cfr/waisidx_02/34cfr361_02.html

6.5 Adhere to Client Transportation Requirements (Exhibit C), if a client is being transported by the Contractor during the service provision.

7.0 CONTRACTOR PERFORMANCE EVALUATION

7.1 The Contractor shall meet the following minimum acceptable performance standard during a contract year:

1. At a minimum, 90% of the clients who receive these services shall be meeting the goals stated in their Client Service Plans.

7.2 RSA will conduct ongoing evaluation of the Contractor's performance in achieving the minimum acceptable service standard through the Contractor's monthly and quarterly reports and RSA data available through the RSA Database.

8.0 PAYMENT UNITS

8.1 Payment will be made at the Unit rate specified on the Items Tab for services provided.

8.2 Contract rates are all inclusive, which means that they include all costs associated with the provision of the service including but not limited to: salaries, operating cost, travel time, preparation of billing and reports, routine follow-up phone calls, research**,** time for client no shows. RSA will not pay separately for these or any other costs except as noted herein.

8.3 The Unit of service delivered in a group setting is **One Day Group Setting**

8.3.1 **One (1) Day Group Setting** means that the service is delivered in a group setting to two or more individuals for three (3) or more hours on any given calendar day.

1. The Contractor shall bill the Unit Rate for each client in the group.
2. The Contractor shall bill in one-half day increments (0.5 Unit) when a client is in attendance in a group setting less than three (3) hours on a given calendar day.
3. The Contractor shall bill for One Group Day (1 Unit) when the client is in attendance for three (3) or more hours on a given calendar day.

8.4 The Unit of Service delivered in an individual setting is **One Hour or 60 Minutes Individual Setting**.

8.4.1 **One (1) Hour Individual Setting or 60 minutes** means actual time spent directly with or on behalf of the client which includes the following except routine follow up calls with the client, the VR Counselor or the employer which are not billable:

1. Time with the client face-to-face or using other communication methods, e.g. phone calls, provided that service provision lasted longer than 15 minutes.
2. Time with the client's employer face-to-face or by phone calls to resolve work issues raised by the employer about the client work performance.
3. Time with the RSA Counselor face-to-face or by phone calls to discuss specific issues pertaining to the client.

8.5 The Contractor shall bill RSA only for the number of Hours or Days that have been provided up to the total units authorized in writing by the VR Counselor. The number of service units authorized by the VR Counselor is based on the individual client's needs, as discussed and agreed among the VR Counselor, the client and the Contractor prior to authorizing services (See Section 4.0 Service Requirements).

9.0 REPORTING REQUIREMENTS.

The Contractor shall submit the following:

9.1 Program Reports.

9.1.1 Submit the following to the referring RSA staff:

1. Client Service Plan (Exhibit A) within seven (7) days after the Plan is established, or upon revision;
2. Monthly Progress Reports (Exhibit D) within fifteen (15) days following the month in which services were delivered. The reports shall clearly describe the client's progress being made toward the achievement of the mutually agreed upon goals, including documentation of appointment dates and attendance record. The client's achievement of the stated objectives will be used as a basis for payment after the RSA staff approves the Contractor's monthly progress report.
3. Annual Progress Evaluation Report: a narrative report summarizing the results of the Annual Meeting, in particular describing the client's achievements over the previous year, challenges still to be met, and outlining proposed strategies for overcoming those challenges.
4. A written narrative report within ten (10) working days following completion of the individual's program or the individual's termination for any reason.
5. Unusual Incident report. Report unusual incidents verbally within the same day, or within one (1) business day, of the occurrence to the designated RSA staff and RSA Contracts Unit Central Office. A legible, written report of the unusual incident shall be submitted within three (3) business days. Unusual incidents may include at a minimum:
    1. Death of a client;
    2. Alleged neglect, abuse, mistreatment or exploitation of a client by anyone;
    3. Disappearance of a client. The Contractor shall report a missing client to law enforcement officials and RSA as soon as the Contractor suspects that the client may be missing;
    4. Suicide attempts by the client;
    5. Inappropriate sexual behavior; or
    6. A client who might pose a threat to the physical or emotional well-being of an individual or Contractor's staff member.

9.1.2 Submit Quarterly Reports (Exhibit E) within thirty (30) days following the end of each quarter to the RSA Contracts Unit Manager; PO BOX 6123 Site Code 930A; Phoenix, AZ 85005:

9.2 Financial Reports

9.2.1 Submit Contractor Billing Form (Exhibit F) to the designated RSA office (as stated on the RSA Purchase Authorization) within fifteen (15) days following the end of each service month or upon service completion;

1. One Day Group Setting: At the end of a reporting period, the Contractor shall clearly total time spent with the client to the nearest quarter of an hour (15 minutes). Example: 22 hours and 15 minutes = 22.25 hours; 22 hours and 30 minutes = 22.5 hours; 22 hours and 45 minutes = 22.75 hours.
2. One Hour Individual Setting - At the end of a reporting period, the Contractor shall clearly total time spent with the client to the nearest quarter of an hour (15 minutes). Example: 22 hours and 15 minutes = 22.25 hours; 22 hours and 30 minutes = 22.5 hours; 22 hours and 45 minutes = 22.75 hours.

9.2.2 If the Contractor Billing Form is improperly submitted or contains an error, RSA staff will notify the Contractor in writing following receipt of the billing form. The Contractor shall correct the error and resubmit the Billing Form.

9.3 Other Reports

9.3.1 The Department reserves the right to request the Contractor to submit additional or revised reports related to the service provision.

9.3.2 Submit current certificates of insurance as required in the ADES Special Terms and Conditions to the RSA Contracts Unit Manager, PO BOX 6123 Site Code 930A, Phoenix, AZ 85005.