

Exhibit G

Vocational and Work Adjustment Training Services - Adult 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 Vocational and Work Adjustment Training Services (VWATS) - Adult are for individuals who have a wide range of significant disabilities and are referred to by the Division of Vocational Rehabilitation (DVR). Vocational and Work Adjustment Training Services are to be individualized, consistent with the individual's strengths, resources, priorities, concerns, abilities, capabilities, interests, and informed choice. Vocational and Work Adjustment Training Services provides classroom, facility, and/or community training to increase a VR Participant's interpersonal skills relating to basic traits and attitudes. The goal for Vocational and Work Adjustment Training Services - Adult includes the following:

1. To develop and/or increase work tolerance before engaging in prevocational, vocational training, or employment.
2. To develop work readiness skills, or work habits, and to orient the VR Participant to the world of work. Work readiness skills are also known as soft skills, employability skills, or job readiness skills.
3. To develop skills or techniques for the specific purpose of enabling the individual to compensate for the loss of a member of the body or a loss of a sensory function.
4. To attain personal habits, attitudes, and soft skills that will enable the VR Participant to function effectively in employment, despite the individual's disability.

1.2 Vocational and Work Adjustment Training Services - Adult, in the most integrated setting, consists of teaching the core work readiness/employability skills necessary for obtaining and maintaining employment as well as successful work behaviors and performance.

1.3 Vocational and Work Adjustment Training Services - Adult consists of the following:

1. Curriculum based instruction in a classroom setting for VR Participants to gain the knowledge and skills in the following core work readiness/employability skill objectives: Mobility, Communication, Personal Care, Self-Direction, Interpersonal Skills, Work Tolerance, and Work Skills.
2. Work Based Learning Experience (WBLE) is an educational approach or instructional methodology that uses the workplace, or real work, to provide VR Participants with the knowledge and skills that will help them connect classroom experience to real-life work activities and future career opportunities. These opportunities are meant to engage, motivate, and augment the learning process.
 - a. Work Based Learning Experience can be done in conjunction with private, for-profit, or nonprofit businesses in the community.
 - b. Work Based Learning Experience requires in-depth engagement of the VR Participant, an evaluation of acquired work relevant skills, and must be in an integrated work setting and may include multiple activities.

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 Participant'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 (i.e., 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 interpreter services and approval from the VR Counselor.
- 2.1.4 Vendor must coordinate with DVR to provide appropriate supports, including assistive technology devices and services and personal attendant services, to accommodate the rehabilitation needs of the VR Participant during Vocational and Work Adjustment Training Services - Adult.
- 2.1.5 Training must be able to be effective with those whose reading level may be at the 3rd or 4th grade.
- 2.1.6 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
- 2.1.7 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.
- 2.1.8 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.
- 2.1.9 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 Have a written methodology to provide Vocational and Work Adjustment Training Services - Adult that includes strategies, techniques, and tools to be used to assist VR Participants in developing each of the following core work readiness/employability skills:
 - 1. Mobility: Ability to arrange for transportation (private or public) and adapt to changes in travel circumstances.
 - 2. Communication: Ability to give, receive, and/or process information through spoken or written words or concepts and convey ideas and opinions with others in a clear, understandable manner. Awareness of how verbal and non-verbal language impact communication with others.
 - 3. Personal Care: Ability to meet one's physical and personal needs such as bathing, dressing, grooming, eating, hygiene, money management, and decision making without the assistance of others.
 - 4. Self-Direction: Ability to independently plan, initiate, problem-solve, organize, or carry out goal directed activities.
 - 5. Interpersonal Skills: Ability to establish and maintain personal social interactions for participation in training and work-related activities.
 - 6. Work Tolerance: Ability to sustain required levels of physical and/or psychological functioning by using appropriate techniques to manage symptoms or effects of medication related to the disability without interfering with focus or work task completion.
 - 7. Work Skills: Ability to learn and perform essential job functions.
- 2.2.2 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.
- 2.2.3 Utilize the Vocational and Work Adjustment Training Services - Adult Skills Appraisal Guide (Exhibit G1) to assess the level of skill acquisition.

- 2.2.4 All Vocational and Work Adjustment Training Services - Adult curricula must be approved by DVR prior to being implemented.
- 2.2.5 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;
 - b. Develop and agree upon the VR Participant's service; and
 - c. Complete the Intake Plan (Exhibit G2) form.
- 2.2.6 Provide Vocational and Work Adjustment Training Services - Adult as described in the Intake Plan form.
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 in order to meet the physical, mental or sensory needs of the VR Participant.
 3. Use appropriate instructional techniques and resources in respect to cultural, gender, and lifestyle differences.
 4. Provide the VR Participant with instructional material as appropriate (textbook, CD, or other format), to be used for retention of learned skills and application in real employment.
 5. Monitor the VR Participant's progress and provide ongoing support and feedback to help the VR Participant understand their strengths and functional limitations and encourage them to improve their work skills and behaviors.
 6. If the VR Participant's service objectives or service provision change, revise the Intake Plan form (Exhibit G2), include the date of revision, and obtain the VR Counselors and VR Participant's approval of the revision.
 7. Once curriculum-based instruction has been completed, Vendor may provide a Work Based Learning Experience to VR Participant, if authorized by DVR.
- 2.2.7 Provide Work Based Learning Experience.
1. Work Based Learning Experience may include, but are not limited to, the following:
 - a. Job Shadowing: Working with an employee who may teach aspects related to a job or organization, and certain behaviors or competencies related to the job.
 - b. Simulated Workplace Experience: VR Participant develops and applies their skills in the context of industry standards and expectations in a simulated setting.
 - c. Work Experience (paid or non-paid): Focuses on general workplace skills or career preparation activities within a specific industry or career field. The intent is to expose a VR Participant to a variety of occupations for the purpose of building basic workplace competence.
 - d. Volunteering: VR Participant donates time and effort in an industry related to their vocational goal without being paid.
- 2.2.8 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).
- 2.2.9 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.

2.2.10 If the VR Participant's service objectives change during the service provision, revise the Intake Plan (Exhibit G2), include the date of revision, and obtain the VR Counselor's and VR Participant/VR Participant's Guardian/Representative approval of the revision.

2.2.11 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. Demonstrate knowledge and competence by evidence of documented training and/or work experience, in the following areas:
 - a. Disabilities Awareness to include the following areas of impairment: deafness, blindness, physical, cognitive (learning disabilities), brain injury, developmental/cognitive, serious mental illness, etc.;
 - b. Barriers and issues that prevent individuals with disabilities (particularly severe disabilities) from entering and succeeding in the workplace;
 - c. Strategies necessary for achieving successful, long-term employment outcomes for individuals with disabilities and how these strategies will lead to improved employment outcomes;
 - d. Work Readiness and Employability Skills; and
2. Hold a Master's Degree in a related field (e.g., Rehabilitation Counseling, Psychology, Sociology, Education, etc.) with documentation of one (1) year of full-time employment working with individuals with disabilities; or
3. Hold a Bachelor's degree in a related field (e.g. Rehabilitation Counseling, Psychology, Sociology, Education, etc.) with documentation of three (3) years of full-time employment working with individuals with disabilities; or
4. Hold a high school diploma or G.E.D with documentation of seven (7) years of full-time employment working with individuals with disabilities.

2.3.2 Personnel who do not have the above qualifications, but who provide direct services under this Service Specification shall 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 including job development and/or coaching). These individuals must be under the direction and supervision of personnel who meet the criteria in 2.3.1 above.

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 Order(s);
3. Vocational and Work Adjustment Training Services - Adult Intake Plan (Exhibit G2);
4. Vocational and Work Adjustment Training Services - Adult Monthly Progress Report(s) (Exhibit G3);
5. Vocational and Work Adjustment Training Services - Adult Curriculum Completion Report (Exhibit G4);
6. Vocational and Work Adjustment Training Services - Adult Work Based Learning Experience Placement Report (Exhibit G5);
7. Vocational and Work Adjustment Training Services - Adult Work Based Learning Experience Completion Report (Exhibit G6);
8. A record of the Vendor's personnel time spent providing service; and
9. 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 the service provision, i.e., 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"; and
- 2.4.5 Comply with all requirements established by the Wage and Hour Division of the United States Department of Labor (DOL), as well as state and local labor regulations when using subcontract or production work (DOL covered and/or non-covered work), as part of the service delivery.

3.0 VENDOR PERFORMANCE EVALUATION

- 3.1 Service Outcome: Acquisition and consistent application by the VR Participant of those work readiness/employability skills stated in the Intake Plan (Exhibit G2).
- 3.2 VR Participant skill appraisal level shall be measured according to the Vocational and Work Adjustment Training Services - Adult Skills Appraisal Guide (Exhibit G1):
- 3.3 Performance Standards. The Vendor shall meet the following minimum acceptable performance standards during the quarter:
- 3.3.1 **Performance Standard #1 - Acceptance Rate:** At a minimum, ninety percent (90%) of the VR Participants referred for services shall be accepted by the Vendor;
- 3.3.2 **Performance Standard #2 - Completion Rate:** At a minimum, ninety percent (90%) of the VR Participants who participate in the program shall acquire and demonstrate the Vocational and Work Adjustment Training Services - Adult Skills Appraisal Guide (Exhibit G1) Level 3 for each core work readiness/employability objective stated in the Intake Plan (Exhibit G2)
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 toward 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 reason, 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 toward this Performance Standard; and
- 3.3.3 **Performance Standard #3 - Reporting:** At a minimum, ninety percent (90%) of the initial Reporting Packets submitted through the MSP's program will be complete and accurate as defined by the MSP.
- 3.4 The MSP and DVR will analyze the Vendor's progress in achieving the overall minimum acceptable service standards.
- 3.4.1 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.
- 3.4.2 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 cost, research and search for potential training or work sites, report preparation, travel time and mileage, time

lost due to VR Participant missed appointment (“no shows”), and any other cost associated with the service provision. DVR will not pay for these costs separately.

4.2 Curriculum-Based Vocational and Work Adjustment Training Services - Adult:

4.2.1 The Payment Unit is one (1) Hour, which equals sixty (60) minutes of actual time spent providing Vocational and Work Adjustment Training Services - Adult 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 30 minutes = 22.5 hours; 22 hours and 45 minutes = 22.75 hours.

4.2.2 The Vendor shall bill only for time spent providing Vocational and Work Adjustment Training Services - Adult that last longer than fifteen (15) minutes:

4.2.3 With VR Participant face-to-face, by video conference, or by phone calls;

4.2.4 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

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

4.3 Work Based Learning Experience:

4.3.1 Payment unit is one (1) complete Work Based Learning Experience for VR Participants that are authorized to receive a WBLE.

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 Vocational and Work Adjustment Training Services - Adult were 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. Vocational and Work Adjustment Training Services - Adult Intake Plan (Exhibit G2);
2. Vocational and Work Adjustment Training Services - Adult Monthly Progress Report (Exhibit G3) to report the VR Participant’s progression during the reporting period;
3. Vocational and Work Adjustment Training Services - Adult Curriculum Completion Report (Exhibit G4) within five (5) business days after service completion for any reason.
4. Vocational and Work Adjustment Training Services - Adult Work Based Learning Experience Placement Report (Exhibit G5)
5. Vocational and Work Adjustment Training Services - Adult Work Based Learning Experience Completion Report (Exhibit G6) within five (5) business 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. 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 G7, 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.