

## Exhibit H

### Support Service Provider Program Service Specifications

The following are requirements for all Support Service Providers providing this service. The MSP shall ensure that these are met by each 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 Support Service Providers.

#### 1.0 SERVICE DESCRIPTION

1.1 The Support Service Provider (SSP) Program is intended to serve as a connection between individuals who have a combination of vision and hearing loss with the surrounding environment to support the independence of Deaf-Blind Consumer.

1. Support Service Providers will work with one (1) Deaf-Blind Consumer at a time.

1.2 The Support Service Provider Program consists of the following:

1. Provide access to visual, auditory, and environmental information;
2. Serve as a human guide and orientation to the environment; and
3. Facilitate communication and/or interpret spoken or signed conversations.

1.3 Activities under the Support Service Provider Program may include the following:

1. Health and Well Being: Doctors' appointments/therapies, Hospital or outpatient clinic for appointments, pharmacy, exercise/fitness activities, etc.
2. Social: Social events (weddings, funerals), family holidays/events, etc.
3. Household Management with Deaf-Blind Consumer: Read mail, scribe to complete forms, facilitate phone calls, accompany to laundromat, personal finance and banking (reader and/or scribe support), shopping (in store and online), etc.
4. Community Integration: Public meetings, events, community seminars, civic organizations, assist in voting, volunteering in community organizations, peer support groups, etc.

1.4 The intent of this service is to enable and empower Deaf-Blind Consumers to make informed choices and decisions, and to take part and integrate into community activities where such participation is difficult or impossible without these services.

1. Deaf-Blind Consumers who receive SSP Program services are independent adults who make decisions for themselves.
  - a. Support Service Providers do not make decisions for Deaf-Blind Consumers or act in a custodial or guardianship role.
2. The Support Service Provider Program is not an emergency service.
  - a. If a Deaf-Blind Consumer has an emergency while the SSP is on an assignment with them, the SSP has an ethical obligation to contact emergency services if necessary.
  - b. If a Deaf-Blind Consumer has an emergency while the SSP is not on assignment with them, the SSP should use their discretion and recommend contacting emergency services (i.e. 9-1-1). If Deaf-Blind Consumer is unable to contact emergency services themselves, the SSP may assist the Deaf-Blind Consumer with initiating this contact.
3. Support Service Providers do not run errands alone, clean the house or apartment, provide yard or household maintenance, act as a taxi service, or serve as a caretaker for the Deaf-Blind Consumer.
  - a. The Support Service Provider does 'with' the Deaf-Blind Consumer by providing access, not 'for' the Deaf-Blind Consumer.
4. Support Service Providers do not teach/instruct, counsel, find a job for, provide interpreting services, provide personal care, provide childcare, or make decisions for the Deaf-Blind Consumer.

5. Support Service Providers do not conduct personal business when working with the Deaf-Blind Consumer (i.e. personal shopping, banking, phone calls/text messaging, etc.)

1.5 Support Service Providers provide information to the Deaf-Blind Consumer objectively in the Deaf-Blind Consumer's preferred mode of communication respectfully, clearly, and as completely as possible.

1.6 Support Service Providers provide safe, efficient, and effective access to the community navigating with the Deaf-Blind Consumer by walking, transporting, and respecting the mobility tools used by the Deaf-Blind Consumer.

1.7 Other Agencies may provide services to Deaf-Blind Consumer such as audiological services, low vision counseling and visual aids, support and transitional housing, vocational rehabilitation, employment training, and interpreter referral services. The SSP Program is intended to facilitate these services, not replace them.

## **2.0 SERVICE REQUIREMENTS**

2.1 General Consumer Requirements for Eligibility:

2.1.1 Deaf-Blind individuals who apply for Support Service Provider Program services must meet the following:

1. Be eighteen (18) years of age or older;
2. Reside in the State of Hawaii;
3. Have the decision-making skills related to their SSP services;
4. Possess verification of Deaf-Blind status; and
5. Agree to pay any incidental expenses and/or activity expenses (i.e. parking meters, bus fare, entrance fees, and event tickets).

2.2 Service Provision - Provide services as follows:

2.2.1 Eligible Deaf-Blind individuals interested in receiving SSP Program services will contact the Managed Service Provider (MSP) to schedule an Intake Meeting in order to review their needs for developing a Service Plan and determine the amount of service hours to be authorized monthly.

2.2.2 Once the Service Plan has been completed and agreed to, the MSP will match the Deaf-Blind Consumer's needs with the appropriate SSP based on an analysis of their preferred communication method, geography, age, skills, interests, abilities, and personality.

2.2.3 The selected SSP will provide SSP Program Services, as agreed to in the Service Plan, and will complete the Support Service Provider Program Progress Report (Exhibit H1) once services are rendered.

2.2.4 The Deaf-Blind Consumer and selected SSP will work together to complete future scheduling needs.

1. Scheduling coordinated by the SSP with the Deaf-Blind Consumer must not exceed the number of hours authorized monthly.
2. The SSP will notify the MSP Program in an email once services have been scheduled.
3. If the SSP is unable to work a scheduled assignment, the SSP will contact both the MSP and Deaf-Blind Consumer with forty-eight (48) hours' notice to request a substitute to enable the Deaf-Blind Consumer to complete their tasks, although a substitute SSP cannot be guaranteed.
4. If the Deaf-Blind Consumer is unable to meet for a scheduled assignment, the Deaf-Blind Consumer must contact both the MSP and SSP with forty-eight (48) hours' notice to reschedule service.

2.2.5 Monthly SSP Program services cannot exceed the number of hours authorized on the Service Plan without prior approval from the MSP Program.

1. Additional monthly SSP Program service hours may be requested for situations out of the ordinary a minimum of two (2) weeks in advance.

2.3 Administrative Requirements

2.3.1 Establish and maintain a case file that includes:

1. Assignment of service(s) to the Deaf-Blind Consumer;
2. Support Service Provider Program Service Plan;

3. Support Service Provider Program Progress Report(s) (Exhibit H1);
4. A record of the SSP's time spent providing service; and
5. Other documents relevant to the service provision.

## 2.4 Quality Control

- 2.4.1 Once services have been initiated, the MSP will contact the Deaf-Blind Consumer to assess whether they are satisfied with the assignment.
- 2.4.2 The MSP will solicit feedback from the Deaf-Blind Community participating in the SSP Program and will provide the feedback received to the State in quarterly reports.
- 2.5.3 Support Service Providers must adhere to the SSP Program's Code of Ethics (Exhibit C3).
- 2.5.4 Support Service Providers must adhere to the Guiding Principles of the National Association of the Deaf (NAD) and the Registry of Interpreters for the Deaf, Inc. (RID) Code of Professional Conduct.

## 3.0 SUPPORT SERVICE PROVIDER PERFORMANCE EVALUATION

- 3.1 Performance Standards. The SSP shall meet the following minimum acceptable performance standards during the quarter:
  - 3.1.2 **Performance Standard #1 - Completion Rate:** At a minimum, ninety percent (90%) of the Deaf-Blind Consumer scheduled services will take place on the date originally scheduled.
    1. Rescheduling due to the Deaf-Blind Consumer will not be counted towards this Performance Standard.
  - 3.1.3 **Performance Standard #2 - Reporting:** At a minimum, ninety percent (90%) of the initial Reporting Packets submitted through the SSP Program will be complete and accurate as defined by the MSP.
- 3.2 The MSP and DVR will analyze the SSP's progress in achieving the overall minimum acceptable performance standards.
  - 3.2.1 Information for evaluating the SSP's effectiveness and performance will be gathered from the MSP utilizing the SSP reports.

## 4.0 PAYMENT

- 4.1 Payment rates are all inclusive, which means they include the SSP's time, administrative cost, research, report preparation, refreshments/meals, gas, and any other cost associated with the service provision. DVR will not pay for these costs separately.
  - 4.1.1 The Deaf-Blind Consumer must pay for any public transportation fees, parking fees/tolls, or activity related costs for themselves and the Support Service Provider.
- 4.2 An assignment begins when the Support Service Provider reaches the Consumer's home or agreed upon pick-up site.
- 4.3 Payment for the authorized Support Service Provider Program will be made based on the rates stated in the Support Service Provider Fee Schedule (Exhibit C4).
  - 4.3.1 Supporting documentation must be sufficient to verify that the requested service was provided, and the appropriate rate charged.
- 4.4 The minimum duration for an assignment under the SSP Program will be two (2) hours.
- 4.5 All assignments that occur in the evening (5:00pm-7:00am) shall be paid the Evening/Weekend Rate.
- 4.6 All assignments that occur on weekends (Saturday and Sunday) shall be paid the Evening/Weekend Rate.

- 4.7 All assignments that occur on a State or Federal Holiday shall be paid the Evening/Weekend Rate.
- 4.8 No Shows and Late Cancellations: If Deaf-Blind Consumer cancels an assignment with less than twenty-four (24) hour notice, DVR may pay the two (2) hour minimum assignment at the SSP Basic Service Hourly Rate. No shows or Late Cancellations will be deducted from the Deaf-Blind Consumers monthly allotment.

## **5.0 REPORTING REQUIREMENTS**

The Support Service Provider shall report on service provision as follows:

- 5.1 Within fifteen (15) calendar days of providing service under the SSP Program, submit to the MSP completely and accurately as defined by the MSP one (1) PDF Reporting Packet.
- 5.1.1 The Reporting Packet shall include the following completed report for the Deaf-Blind Consumer who received SSP service:
1. Support Service Provider Program Progress Report (Exhibit H1)
- 5.1.2 Incomplete or inaccurate Reporting Packets, report(s) or supporting document(s), will not be processed and will be returned to the Support Service Provider. SSP's will be responsible for submitting 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 SSP. SSP's are responsible for submitting one (1) PDF Reporting Packet completely and accurately through the MSP's program for each individual Deaf-Blind Consumer.
- 5.2 Submit to the MSP as appropriate:
- 5.2.1 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 Deaf-Blind Consumer is residing which may result in disciplinary action.
- 5.3 Submit to the MSP:
- 5.3.1 A verbal notification of any unusual incident to the proper authorities as soon as possible, not to exceed one (1) business day of the occurrence and a thorough written Incident Report (Exhibit C2) within two (2) business days. Unusual incidents include, but are not limited to:
1. Any unexplained Deaf-Blind Consumer absence.
  2. Alleged neglect, abuse, mistreatment or exploitation of a Deaf-Blind Consumer (by anyone);
  3. Disappearance of a Deaf-Blind Consumer. The SSP shall report a missing Deaf-Blind Consumer to law enforcement officials as soon as the SSP suspects that the Deaf-Blind Consumer may be missing;
  4. Suicide attempt(s) by the Deaf-Blind Consumer;
  5. Sexual abuse against a Deaf-Blind Consumer, including consensual sexual activity;
  6. Inappropriate sexual behavior toward a Deaf-Blind Consumer;
  7. Any threat to the physical or emotional well-being of an individual by a Deaf-Blind Consumer; and
  8. Death of a Deaf-Blind Consumer.
- 5.4 Other Reports
- 5.4.1 MSP reserves the right to require that the Support Service Provider 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 Support Service Provider will be notified in writing about any change in reporting forms through the Managed Service Provision Contractor.