

SERVICE DESCRIPTION

APPENDIX G: PAYMENT-FOR-PERFORMANCE B ASSISTIVE TECHNOLOGY SERVICES

KANSAS DEPARTMENT FOR CHILDREN AND FAMILIES

Rehabilitation Services

PAYMENT-FOR-PERFORMANCE – ASSISTIVE TECHNOLOGY SERVICES

Rehabilitation Services (RS) is a state agency which provides vocational rehabilitation (VR) services to help people with disabilities achieve permanent, integrated, competitive employment consistent with their strengths, resources, priorities, concerns, abilities, capabilities, interests and informed choice. VR services are customized according to each consumer's needs and goals. Assistive Technology (AT) is used with some individuals to assist them with obtaining, retaining, or regaining integrated competitive employment.

The specific service(s) requested for any individual will be based upon the RS counselor analysis of all available information and data to determine the level and intensity of service needs. Assistive Technology (AT) is any item, piece of equipment, or product system, whether acquired commercially, modified, or customized, that is used to increase, maintain, or improve functional capabilities of individuals with disabilities.

RS will not pay for services attained prior to eligibility determination or IPE development, or without prior commitment and written authorization to purchase those services.

This payment-for-performance model specifies payment to the contractor based on **successful completion of the requirements** defined for each service. RS must pre-authorize any and all services before the contractor can expect payment for any services. Services will be purchased individually from the available menu of services. Authorization for one service does **not** imply any commitment to authorize additional services.

The contractor will abide by the standards outlined in the Provider Agreement, including maintaining the capacity to perform the expected duties as well as maintaining qualified staff to achieve the desired goals and outcomes. Staff providing AT services must be either an AT Specialist II or AT Specialist I. (*See Qualification Details, page 7).

Failure to successfully complete the requested service for at least 80% of referrals within a one-year period will result in a suspension of new referrals and possible termination of the agreement.

ASSISTIVE TECHNOLOGY SERVICES

Each service will:

- Commence within 30 days of the authorization or the authorization may be rescinded.
- Include assistance in incorporating AT devices, supports and services as they relate to the consumer's Individual Plan for Employment.
- Begin with a consumer specific written assistive technology action plan.
- Require a written summary report prior to payment.

Initial Assistive Technology Assessment

Rate: \$242 SC180

An individual written assistive technology action plan is required for implementation of Assistive Technology services. The action plan must:

- Be developed based upon individual, direct contact with the RS counselor and the consumer.
- Include analysis of all available information and describe the Individual steps (actions) and objectives that address either the further assessment of the consumers assistive technology needs, identification of devices, identification of training or technical assistance related to rehabilitation technology.
- Include anticipated time frames for completion of identified actions or services.
- Include vendor resources for recommended AT devices
- Include device bids if devices are \$1,999 or higher
- Be agreed upon by consumer, RS Counselor and contractor.

If the assistive technology action plan includes recommendations for assistive technology functional evaluation, training, and/or other assistive technology services the additional services will need to be authorized by the RS counselor prior to implementation of services.

Payment will be authorized when the contractor meets the above stated expectations, provides the required written action plan and completed billing form, including the consumer's signature indicating agreement with the plan. The consumer signature must represent informed consent. The consumer is to be asked to sign only fully completed forms.

Assistive Technology – Basic Functional Evaluation

Rate: \$968 SC180

Basic Functional AT Evaluation assesses how technology can address functional limitations the consumer experiences in achieving employment. Focus on 1 or 2 assistive technology categories (i.e., ergonomic or adaptive keyboards for computer access; accessible telephones and signalers devices for telecommunications.) Service will:

- Be conducted at an AT Access Site or one on-site location, including but not limited to, the consumer's worksite, home or educational/training school site, as indicated by needs identified during the referral or evaluation process or after an AT consult.
- Provide hands-on use or demonstration of appropriate assistive technology within necessary environment, including but not limited to consumer's worksite, home or educational/training school site.
- Provide trial use of a recommended device. If device is not available for loan, a short-term lease arrangement of the recommended assistive technology device will be arranged by AT staff and, upon approval, paid by RS.

- Provide detailed recommendation of specification for device, system or service with justification, including advantages over other options, how it addresses the individual's functional limitations and vocational goals, maintenance cost, and cost/benefits. If a brand or a model is specified, generic equivalents should also be allowed.
- Provide at least three alternatives considered, including a comparison of features, future expansion capabilities, costs, reliability, etc. If fewer options are considered, the reasons should be documented.
- Include vendor resources for recommended AT devices
- Include device bids if devices are \$1,999 or higher
- Include requirement for delivering the service, including training of the individual, family members and/or employer, necessary modifications to the system or site, follow-up schedule and potential providers.

Payment will be authorized when the contractor meets the above stated expectations along with any specific individual requests, provides the required end summary reports, information, and completed billing form.

Assistive Technology – Comprehensive Functional Evaluation **Rate: \$1,452 SC180**

Comprehensive Functional AT Evaluation assesses how technology can address functional limitations the consumer experiences in achieving employment and may be conducted at multiple onsite locations across all necessary environments. It requires integration of two or more devices to develop the needed assistive technology solution OR evaluation of a complex device solution (i.e., environmental control units, diverse applications of JAWS) Service may:

- Be conducted at multiple onsite locations across all necessary environments, including but not limited to home, worksite, and educational/training school settings, as indicated by needs identified during the referral process.
- Provide hands-on use or demonstration of appropriate assistive technology within necessary environment, including but not limited to consumer's worksite, home or educational/training school site.
- Provide trial use of a recommended device. If device is not available for loan, a short-term lease arrangement of the recommended assistive technology device will be arranged by AT staff and, upon approval, paid by RS.
- Detailed recommendation of specification for device, system or service with justification, including advantages over other options, how it addresses the individual's functional limitations and vocational goals, maintenance cost, and cot/benefits. If a brand or a model is specified, generic equivalents should also be allowed.
- Provide at least three alternatives considered, including a comparison of features, future expansion capabilities, cost, reliability, etc. If fewer options are considered, the reasons should be documents.
- Include vendor resources for recommended AT devices
- Include device bids if devices are \$1,999 or higher
- Include requirement for delivering the service, including training of the individual, family members and/or employer, necessary modifications to the system or site, follow-up schedule and potential providers.
- Require input of 2 or more AT Specialists due to the range of assistive technology needs.

Payment will be authorized when the contractor meets the above stated expectations along with any specific individual requests, provides the required end summary reports, information, and completed billing form.

Assistive Technology –Basic Training

Rate: \$968 SC591

Basic AT Training is defined as device specific training designed to familiarize the consumer with a new AT device needed to achieve the identified employment goal. The training will be provided through identified, measurable goals. AT Training objectives will be outlined within an AT Action Plan as described in an Initial AT Assessment.

Basic AT Training is indicated when:

- Consumer needs to learn basic use and maintenance of an assistive technology device or software program.
- Consumer needs to learn a new device that is complex enough to require at least two training sessions to acquire the skills needed to use the device or software effectively.
- 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.
- Consumer needs assistance in tailoring an existing complex assistive technology solution to new employment demands.
- Troubleshooting existing integrated, complex assistive technology solution involving several
- devices and/or software programs.

Payment will be authorized when the contractor meets the above stated expectations along with any specific individual requests, provides the required end summary reports, information, and completed billing form. The written summary report will include services provided, documentation of the consumer's abilities or skills acquisition if appropriate, and subsequent recommendations if any.

Assistive Technology – Comprehensive Training

Rate: \$1,452 SC591

Comprehensive AT Training is defined as device specific training designed to increase the consumer's expertise in the use of complex or integrated AT device solutions needed to achieve the identified employment goal. The training will be provided through identified, measurable goals. AT Training objectives will be outlined within an AT Action Plan as described in an Initial AT Assessment.

Comprehensive AT Training is indicated when:

- Consumer needs to learn an integrated, complex assistive technology solution involving several devices and/or software programs.
- Consumer needs to learn a more complex assistive technology device and has significant memory, organizational or other learning difficulties.
- Assistive technology solution is complex so training will have to occur across multiple sessions.

Payment will be authorized when the contractor meets the above stated expectations along with any specific individual requests, provides the required end summary reports, information, and completed billing form. The written summary report will include services provided, documentation of the consumer's abilities or skills acquisition if appropriate, and subsequent recommendations if any.

Assistive Technology – Technical Assistance

Rate: \$363 SC 591

This is a stand-alone service and not to be included in conjunction with any of the other AT services identified. It can include equipment setup, troubleshooting existing equipment or incompatibility problems, upgrading technology, and reviewing work setting changes, installing software, etc.

Other AT Service Delivery is defined as an assistive technology service other than assessment, functional evaluation, or training that helps the consumer achieve the identified employment goals. This is a stand-alone service and not to be included with any of the other services identified in this service description.

AT Technical Assistance is indicated when:

- Equipment setup that involves assembly, loading software and reviewing operation of the device.
- Troubleshooting existing equipment including resolving compatibility problems and difficulties due to operation error.
- Upgrading existing technology solutions used by the consumer and demonstrating new features.
- Review of changes in the work setting that may require modification of existing AT solutions.

REQUIRED REPORTING

For each service the contractor will develop an individual action plan which describes the desired outcome(s) and steps to achieve the outcome(s). The team (contractor, RS counselor and consumer) will agree to the individual action plan, which will specify the specific action steps and the frequency and type of reports required per individual. Reports should specifically address services provided and progress toward integrated, competitive employment

Payment will be authorized when the contractor meets the above stated expectations along with any specific individual requests, provides the required end summary reports, information, and completed billing form. The written summary report will include services provided, documentation of the consumer's abilities or skills acquisition if appropriate, and subsequent recommendations if any.

GENERAL TERMS

Progress reports, at intervals no less than stated and potentially more frequently as requested by the RS counselor, are required in all services. Individual authorizations can be withdrawn by either party with a 15-day written notice. Once a 15-day notice is given, activity should cease and additional payments will not be authorized for components reached via alternative methods. Payments will be authorized by the RS counselor as specified in each service.

In case of disagreement over payment between the RS counselor and contractor, the contractor may appeal to the RS Program Administrator for the Region. In case of continued dispute, the contractor may appeal to the RS Community Provider Manager.

This payment for-performance approach emphasizes payment for outcomes rather than process.

The contractor must consider all persons who are committed to competitive employment as an attainable goal. There is no guarantee of the number of authorizations to be provided by RS. Continued use of the services will be dependent upon the contractor's success in assisting the VR consumer to achieve and maintain competitive employment.

***QUALIFICATION DETAILS**

AT Specialist II

A qualified individual must have a degree or certification in a disability related field with links to assistive technology (e.g., Assistive Technology Practitioner certification, special or regular educator, occupational therapist, physical therapist, speech-language pathologist, rehabilitation engineer). An AT Specialist II must have a minimum of two years' experience working with persons with disabilities and/or chronic health conditions in the field of assistive technology. Each AT Specialist must demonstrate expertise in at least two assistive technology categories based on certification, educational training and experience.

AT Specialist I

A qualified individual must have adequate professional and/or personal experience in assistive technology to demonstrate expertise in one or more areas of assistive technology. Individuals with certification or a degree in a disability-related field with links to assistive technology would start as an AT Specialist I if they were not able to document two years of professional experience working with persons with disabilities and/or chronic health conditions in the field of assistive technology. An AT Specialist I must have his/her case reviewed by an AT Specialist II employed by the contractor. An AT Specialist I must demonstrate expertise in one assistive technology categories based on certification, educational training and experience and identify a second assistive technology category for skill development.

Continuing Education Requirements

AT Specialists are required to attend state, regional and/or national assistive technology workshops and conferences. AT Specialists must develop and follow a professional development plan to maintain their skills and to maintain licensure or certification in their field. A minimum of 20 assistive technology-training hours will be needed annually and documented by the contractor. The contractor will maintain continuing educational records for all AT Specialists I and II.