

Section 11 / Part 4  
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## **Customer Support (Fee-for-Service)**

Use Service Code 001.

## **SERVICE DESCRIPTION**

### **APPENDIX E: FEE-FOR-SERVICE – CUSTOMER SUPPORT**

#### **KANSAS DEPARTMENT FOR CHILDREN AND FAMILIES**

##### **Rehabilitation Services**

##### **FEE-FOR-SERVICE – CUSTOMER SUPPORT**

Rehabilitation Services (RS) is the State vocational rehabilitation (VR) agency. VR services 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 Customer's needs and goals.

RS seeks to contract with public/private service providers and/or organizations/businesses (hereinafter referred to as the Contractor) for the provision of Customer Support services.

The need for such services will be determined on a regional basis by the RS Program Administrator. The intent of this contract solicitation is to develop services that are Customer-driven, Counselor-driven and outcome-oriented.

The Contractor should propose an hourly fee for the scope of services identified by the RS Program Administrator. The number of hours of services will be identified by the RS Program Administrator. The frequency or interval of payments will be negotiated between the RS Program Administrator and the Contractor. Authorization of specific payments at the agreed-upon interval will occur when the services are provided to the Program Administrator's satisfaction.

##### **CUSTOMER SUPPORT**

Customer Support Services assist the Counselor in the delivery of VR services. Each Regional Program Administrator for RS will determine which of the following services are needed in their Regions, based on Customer needs and current staffing levels.

**All Customer Support Services are provided at the direction of the RS Counselor and are overseen by the RS Regional Program Administrator:**

- ❖ Completing initial orientation functions, such as:
  - Explaining the application process to Customers.
  - Reviewing application forms to assure that they are complete.
  - Conducting interviews to gather medical history, work history or other relevant information.

- Securing Release of Information forms from the Customer if needed in order to request records.
- Requesting records and preparing the fee authorization on the Kansas Management Information System (KMIS) for the Counselor's approval.
- Following up to assure that records are received in a timely manner.
- Verifying Social Security status.
- Conveying collected information to the Counselor so that the Counselor can determine eligibility in accordance with Federal VR regulations.
- ❖ Assisting the Customer to access other services, either through referral or direct help in completing applications.
- ❖ Coordinating with the Customer to schedule appointments with the Counselor, service providers, contractors, medical professionals, vocational assessment staff, or others involved in the Customer's services. Sending appointment reminder notices or making reminder calls as needed.
- ❖ Assisting the Customer in completing the "Customer Guide to Developing the IPE," or in other activities to analyze employment and service options, assuring that the Customer has the opportunity exercise informed choice throughout the process. This Customer Guide may be found at: <http://dcf.ks.gov/Services/RS/> See Policy Manual Section 9/Part 4.
- ❖ Collecting information from the Customer for the Economic Need analysis.
- ❖ Serving as a resource for the Customer and Counselor by:
  - Researching options for purchasing needed goods and services, which may include seeking qualified providers.
  - Seeking comparable benefits.
  - Writing purchasing specifications to assure that the Customer's needs are met.
  - Securing bids under the State's purchasing guidelines.
  - Securing materials received reports signed by the Customer for goods purchased.
- ❖ Providing case coordination and follow-along services related to the successful implementation of the IPE.
- ❖ Providing supported education services, such as:
  - Orientation to the campus.
  - Assistance to identify housing options.
  - Financial aid processing.
  - Development of tutoring options.
  - Coordination of enrollment, degree planning, and transcript analysis.
- ❖ Assuring timely receipt of Customer reports, such as grades for those in training plans.
- ❖ Completing case retention functions for all potential Status 28 cases.

**For all services, the Contractor will provide the Counselor with appropriate documentation, reports of Customer contact and narratives related to interaction with the Customer.**

## **GENERAL TERMS**

Continuation of this fee-for-service contract may be withdrawn by either party with 15-day written notice. In case of disagreement regarding payment between the RS Program Administrator and Contractor, the Contractor may appeal to the RS Community Provider Manager.

Continued use of the services will be dependent upon the Contractor's success in assisting VR Customers and upon the satisfaction of the RS Counselors and Program Administrator.

## **RELATED CONTRACT SOLICITATIONS**

- ❖ Purchasing Support
- ❖ Individualized Plan for Employment Research
- ❖ Individualized Plan for Employment Case Coordination