



## DEPARTMENT OF ECONOMIC SECURITY

*Your Partner For A Stronger Arizona*

### DIVISION OF DEVELOPMENTAL DISABILITIES

*Sent on Behalf of DES/DDD Business Operations*

*Please do not reply to this message*

**TRANSMITTAL DATE: December 17, 2015**

**TOPIC: END OF BLACK OUT PERIOD – QVP Available Effective 12/17/2015**

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#### **All Qualified Vendors**

As outlined in previous vendor blasts issued on 11/17/15, and 12/1/15, the blackout period for the Qualified Vendor Portal (QVP) ended on 12/16/15. QVP is available effective 12/17/15. The link previously used to log into QVADS can be used to log into QVP with the existing username and password. The functionalities that were available within QVADS have been enhanced in QVP.

#### **Professional Billing System (PBS)**

PBS is available as a standalone application by logging into FOCUS. In order to access PBS, the Qualified Vendor must have a FOCUS account and be able to log in with a user name and password. Instructions for creating a FOCUS account were included with the previous vendor blasts.

#### **Supporting/Training Documentation**

- Attached is the "[Qualified Vendor Portal User Guide](#)" which provides information regarding differences between QVADS and QVP.
  - Additional user guides and instructional manuals regarding QVP will be available at DDD's website under, "Help For Providers".

Any questions regarding this message can be directed to Provider Relations unit at 1-866-229-5553 or [DDDBusOpsProvRel@azdes.gov](mailto:DDDBusOpsProvRel@azdes.gov)

**Thanks,**



# Qualified Vendor Portal User Guide

Comparison between QVADS and QVP



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DEPARTMENT OF ECONOMIC SECURITY

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*Your Partner For A Stronger Arizona*

Division of Development Disabilities

Provider Relations Unit

Business Operations

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## 1. Introduction

The purpose of this document is to highlight changes that have been made in the transition from the Qualified Vendor Application Directory System (QVADS) to Qualified Vendor Portal (QVP). The following overall changes have been made in QVP:

1. New sections have been added.
2. Some section names have been changed.
3. New areas have been added under some sections.

As shown below, *Table 1* provides a summary of the changes made to various sections while migrating from the QVADS to QVP. The remainder of this guide provides an in depth view of each area available in QVP.

*Table 1 – Comparison between Qualified Vendor Portal & Qualified Vendor Application Directory System*

Sections	QVP (new)	QVADS (old)
<b>Main Menu</b>	New section	Section not available
<b>Dashboard</b>	New section	Section not available
<b>Information</b>	New section	Section not available
<b>Contacts</b>	New section	Section not available
<b>Policy Information</b>	New section name “Program Management”	Section name changed
<b>Assurances &amp; Submittals 2015</b>	New section name “Assurances & Submittals”	Section name changed
<b>My Services</b>	New section name “Services”	Section name changed
<b>My administrative &amp; Service Sites</b>	New section name “Administrative & Service Sites”	Section name changed
<b>Contract Documents</b>	New section	Section not available

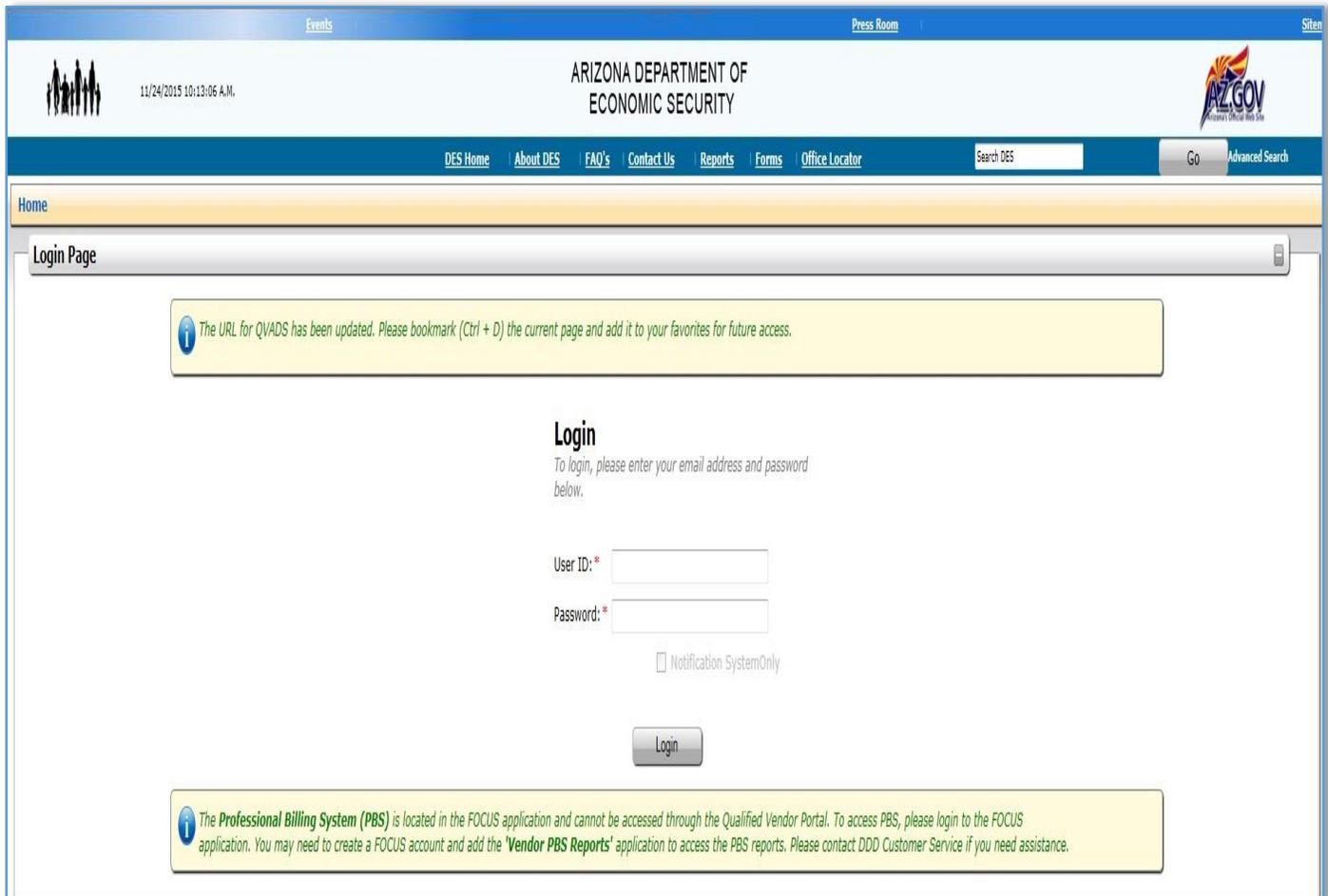
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## 2. Login Page

To access QVP the Qualified Vendor will use the same link used for QVADS. Before a Qualified Vendor can access QVP they must first login using their user ID and password, this is the same user name and password used for QVADS.

A visual representation of the Login page is shown in *Image 1*.

*Image 1 – Login Screen*

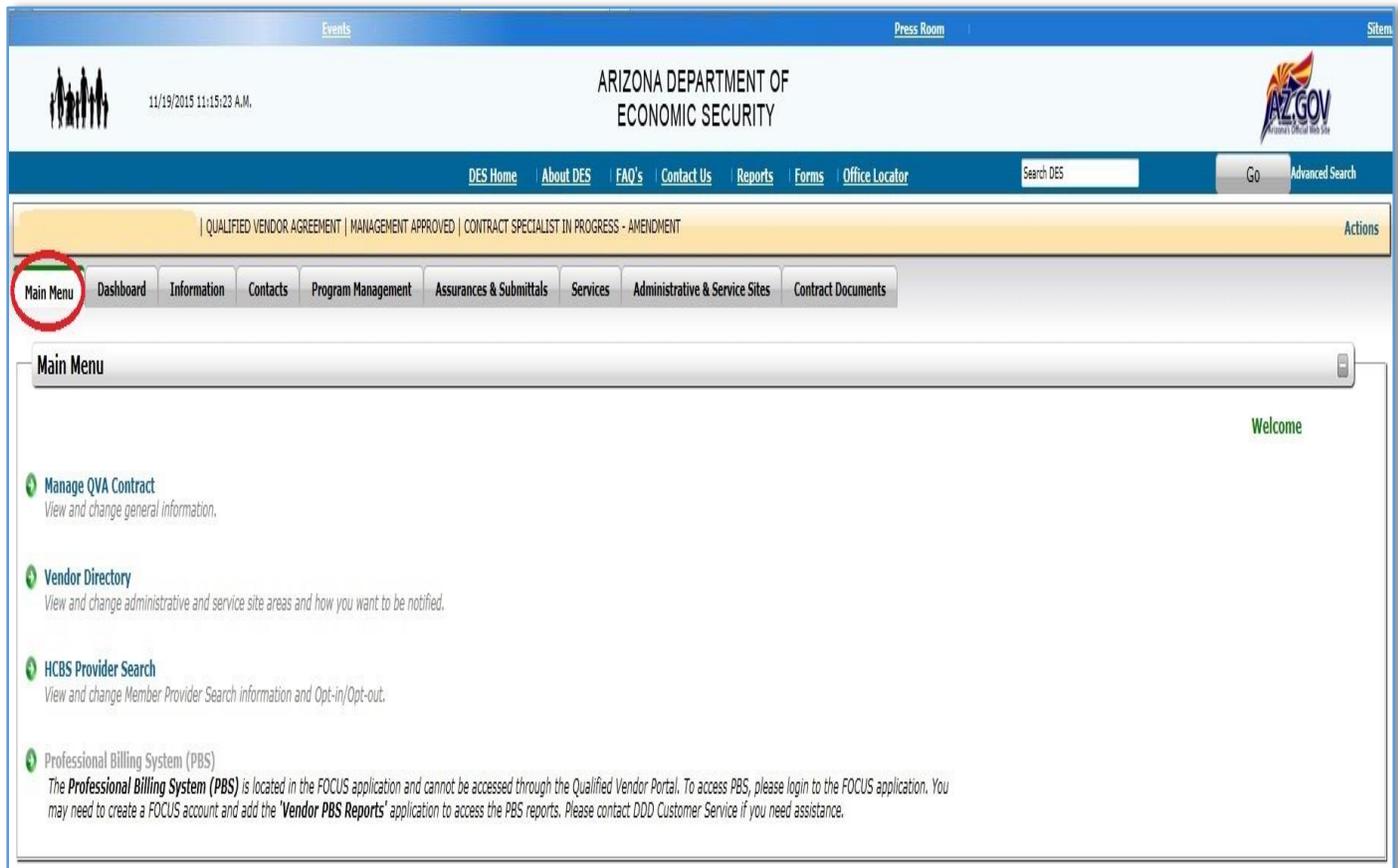


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### 3. Main Menu

After logging in, the content shown in *Image 2* allows users to access several areas. The “**Review my Previous Contract**” link found in QVADS is no longer found on the main tab. In addition, the Professional Billing System (PBS) is now located in the FOCUS application. The key areas are shown in *Table 2* and are discussed in more detail on the following pages.

*Image 2 – Main Menu*



*Table 2 – Main Menu*

#	Main Menu	Key Areas
1	Manage QVA Contract	Directs users to the Dashboard tab
2	Vendor Directory	Same functionality as before
3	HCBS Provider Search	Same functionality as before

\*This space left intentionally blank\*

### 3.1 Manage QVA Contract

The **Manage QVA Contract** tab directs users to the **Dashboard** tab. A more detailed description of the **Dashboard** tab is located in the Dashboard section of this document.

A visual representation of the Manage QVA Contract section is shown in *Image 3* located below.

*Image 3 – Manage QVA Contract*



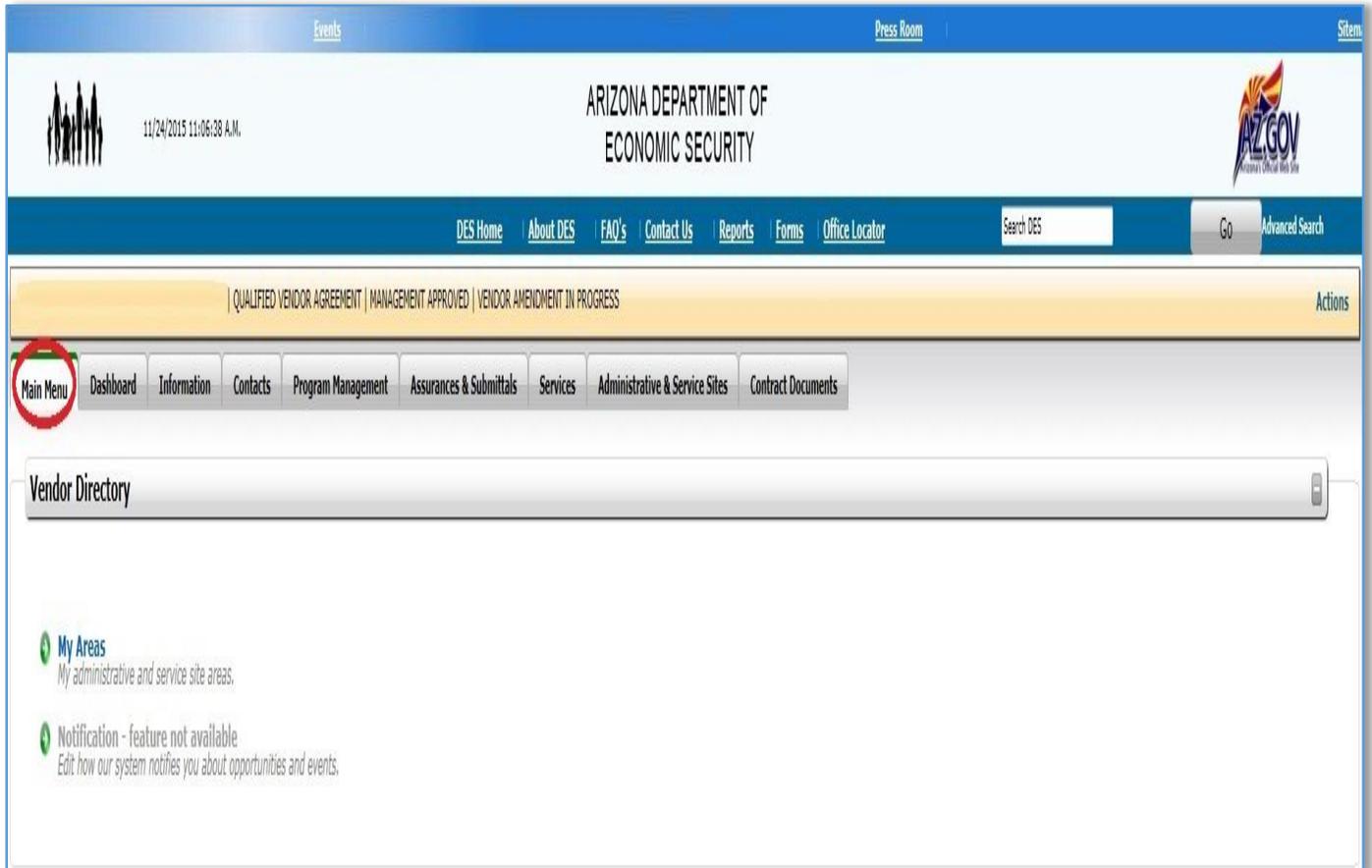
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### 3.2 Vendor Directory

The content of this section has not changed from QVADS.

A visual representation of the Vendor Directory section is shown in *Image 4* located below.

*Image 4 – Vendor Directory*



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### 3.3 HCBS Provider Search

The content of this section has not changed from QVADS.

A visual representation of the HCBS Provider Search section is shown in *Image 5* located below.

Image 5 – HCBS Provider Search

The screenshot shows the Arizona Department of Economic Security (DES) website. The header includes the DES logo, the text "ARIZONA DEPARTMENT OF ECONOMIC SECURITY", and the "AZ GOV" logo. Navigation links include "Events", "Press Room", "Site Map", "DES Home", "About DES", "FAQ's", "Contact Us", "Reports", "Forms", and "Office Locator". A search bar is present with the text "Search DES" and a "Go" button. Below the search bar, there are filters for "QUALIFIED VENDOR AGREEMENT", "MANAGEMENT APPROVED", and "VENDOR AMENDMENT IN PROGRESS". A main menu is visible with items: "Main Menu", "Dashboard", "Information", "Contacts", "Program Management", "Assurances & Submittals", "Services", "Administrative & Service Sites", and "Contract Documents". The "Main Menu" item is circled in red. Below the main menu, there is a section titled "HCBS Provider Search" with a search bar. Below the search bar, there is a table with columns: "Areas", "Type", "Site Name", "Address", "Accepting Clients", and "Other Languages". The table is currently empty, displaying "Page 0 of 0" and "Nothing to Display".

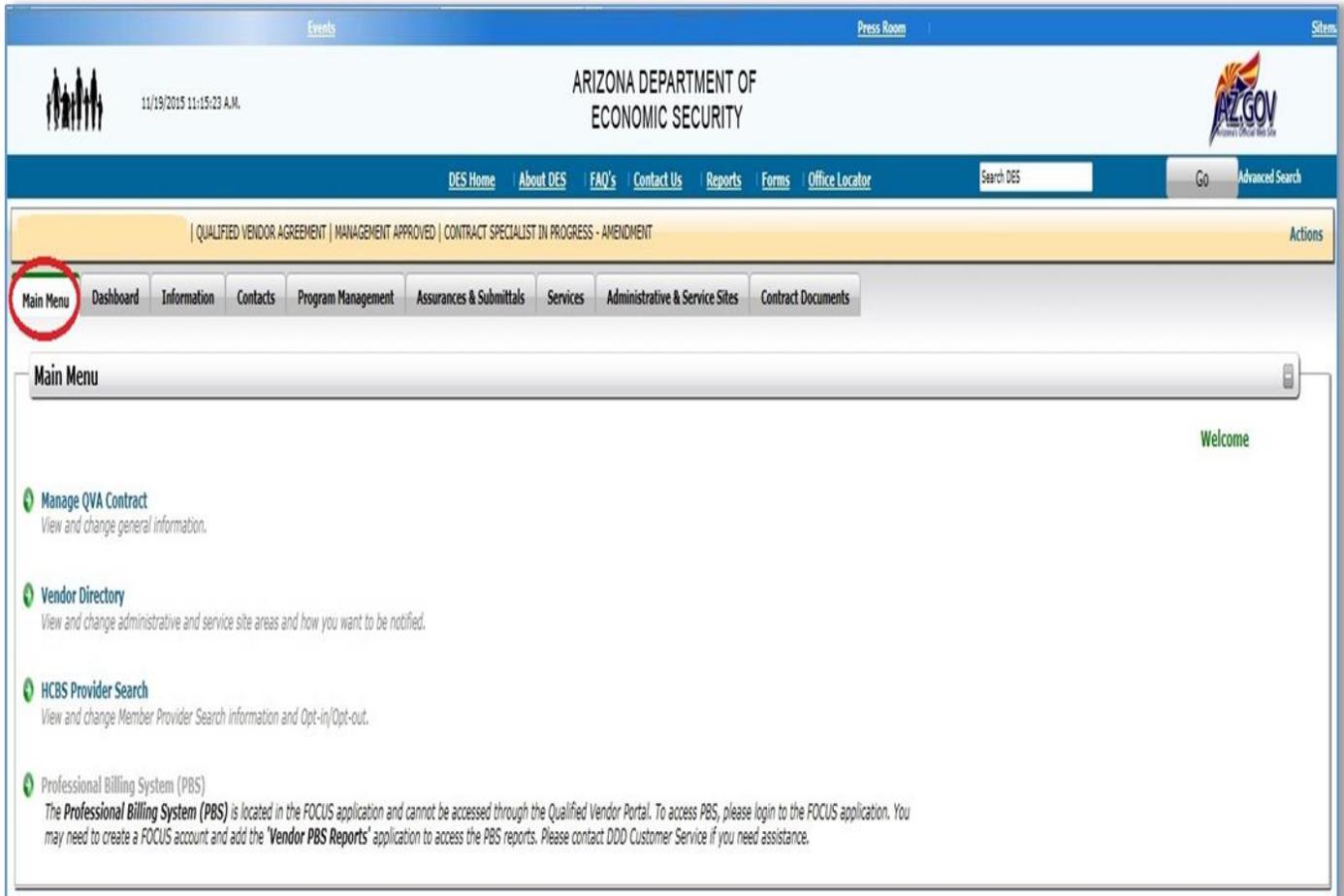
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### 3.4 Professional Billing System

There is no direct access to the Professional Billing System (PBS) within the vendor portal. Users will now need to access the PBS via the FOCUS application.

A visual representation of the Professional Billing System section is shown in *Image 6* located below.

*Image 6 – Professional Billing System*



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## 4. Dashboard

The **Dashboard** provides a snapshot of the basic information associated with the account. The Dashboard overview is a new feature and was not previously available in QVADS. The content shown in *Image 7* is described in more detail in *Table 3* located below.

*Image 7 - Dashboard*

*Table 3 - Dashboard*

Dashboard	Description
<b>Application Submit Date</b>	This field shows the date the application was submitted.
<b>Contract Approval Date</b>	This field shows the date the contract was approved.
<b>Last Amendment Date</b>	This field indicates the date the last time an amendment was made.
<b>Assigned Specialist Name</b>	This field lists the contract specialist's name.
<b>Assigned Specialist Phone</b>	This field shows the phone number of the contract specialist.
<b>Assigned Specialist Email</b>	This field lists the email address of the contract specialist.

\*This space left intentionally blank\*

## 5. Information

The **Information** tab contains details regarding the Vendor, such as the Vendor FEI, their address, whether the vendor is an Agency or Independent Professional Provider, Executive/Owner, and the Authorized Signatory information. The information entered on this tab was spread across three tabs (Authorized Signatory Information, General information, Mailing Information) in the Contact Information section of QVADS. The content shown in *Image 8* is described in more detail in *Table 4* as shown below.

*Image 8 - Information*

*Table 4 - Information*

#	Information	QVP
1	Vendor Information	This table contains the information of the vendor, including details such as the Vendor FEI and whether or not they are an agency or an Independent Professional provider.
2	Vendor Address	This table contains the information of both the street and mailing address.
3	Executive / Owner Information	This table contains the information regarding the executive/owner.
4	Authorized Signatory Information	This table contains information such as the title and alternate title of the authorized signatory information.

## 6. Contacts

The **Contacts** tab contains contact information for several individuals. The information found in this tab was previously spread across two tabs (Principal Contact Information, Billing/Payment Information) in the “**Contact Information**” section of QVADS. The content shown in *Image 9* is described in more detail in *Table 5* as shown below.

*Image 9 - Contacts*

The screenshot shows the ARIZONA DEPARTMENT OF ECONOMIC SECURITY (DES) web application. The page title is "ARIZONA DEPARTMENT OF ECONOMIC SECURITY". The navigation menu includes "DES Home", "About DES", "FAQ's", "Contact Us", "Reports", "Forms", "Office Locator", "Search DES", "Go", and "Advanced Search". The "Contacts" tab is highlighted with a red circle. The page displays four contact forms:

- Principal Contact**: The contact for the Day-to-Day operation of the organization. (May be same as Executive/Owner contact). Fields: First Name\*, Last Name\*, Phone Number\*, Fax Number, Email Address\*.
- Notice Contact**: The contact for all correspondence from DDD Business operations to the organization. (May be same as Executive/Owner contact). Fields: First Name\*, Last Name\*, Phone Number\*, Fax Number, Email Address\*.
- Quality Management Contact**: The contact responsible for review, oversight, and improvement of the program. (May be same as Executive/Owner contact). Fields: First Name, Last Name, Phone Number, Fax Number, Email Address.
- Billing / Payments Contact**: The contact for all claims and other billing correspondence to the organization. (May be same as Executive/Owner contact). Fields: First Name\*, Last Name\*, Phone Number\*, Fax Number, Email Address\*, Address Line 1\*, Address Line 2, City\*, State\*, Zip Code\*, Zip4, County.

Buttons at the bottom right: "Save Changes", "Reset Amendment".

*Table 5 - Contacts*

#	Contacts	QVP
1	Principal Contact	This table contains information for the individual responsible for the day-to-day operations of the organization.
2	Notice Contact	This table contains contact information for the individual responsible with corresponding with DDD.
3	Quality Management Contact	This table contains the contact information for the individual responsible for reviewing, oversight, and improvement of the program.
4	Billing / Payments Contact	This table contains the contact information for the individual who handles claims and other billing correspondence to the organization.

## 7. Program Management

Two types of changes have impacted the **Program Management** tab:

1. The **Program Management** tab has replaced the “**Policy Information**” tab in QVADS.
2. Changes to the names of sections that existed in QVADS. Refer to *Image 10* and *Table 6* for details.

Image 10 – Program Management

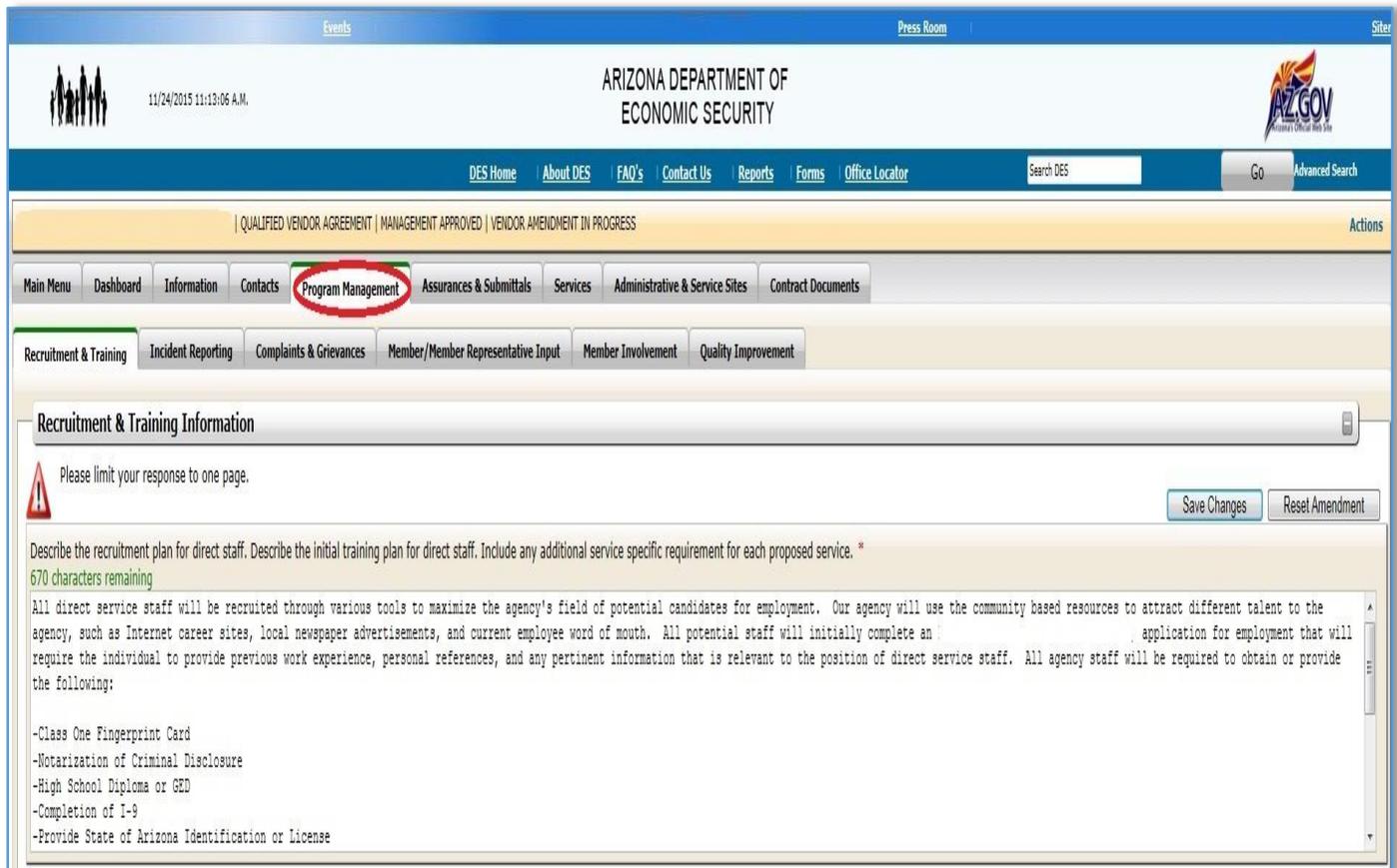


Table 6 – Program Management

#	Qualified Vendor Portal (QVP)	Qualified Vendor Application Directory System (QVADS)
1	Recruitment & Training	Same as before
2	Incident Reporting	Same as before
3	Complaints & Grievances	Same as before
4	Member/Member Representative Input	Program Feedback Process
5	Member Involvement	Consumer Involvement
6	Quality Improvement	Internal Quality Efforts

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## 7.1 Recruitment & Training

The **Recruitment & Training** tab contains three fields.

1. The first field “**recruitment plan for direct staff**” requires the Qualified Vendor to describe the recruitment plan for direct staff, a description of the initial training plan for direct staff, along with additional service specific requirements for each proposed service.
2. The second field “**ongoing training plan for direct service staff**” requires the Qualified Vendor to describe the ongoing training plan for direct service staff and a description of any service specific training for each proposed service.
3. The third field “**process for NON-PROVISION of services**” requires the Qualified Vendor to describe the process for reporting NON-PROVISION of services for all services that apply.

A visual representation of the Recruitment & Training section is shown in *Image 11* located on the next page.

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Image 11 – Recruitment & Training

Events Press Room Site

11/19/2015 11:17:20 A.M. ARIZONA DEPARTMENT OF ECONOMIC SECURITY

DES Home | About DES | FAQ's | Contact Us | Reports | Forms | Office Locator Search DES  Go Advanced Search

QUALIFIED VENDOR AGREEMENT | MANAGEMENT APPROVED | CONTRACT SPECIALIST IN PROGRESS - AMENDMENT Actions

Main Menu | Dashboard | Information | Contacts | **Program Management** | Assurances & Submittals | Services | Administrative & Service Sites | Contract Documents

**Recruitment & Training** | Incident Reporting | Complaints & Grievances | Member/Member Representative Input | Member Involvement | Quality Improvement

### Recruitment & Training Information

Please limit your response to one page. Save Changes  Reset Amendment

Describe the recruitment plan for direct staff. Describe the initial training plan for direct staff. Include any additional service specific requirement for each proposed service. \*

739 characters remaining

Recruitment and initial training plan for direct service staff will be as follows:The Agency will advertise for work vacancy for available positions. Application will be received, reviewed and interviews will be conducted to ensure that the right person will be employed based on the following considerations:

- Verified employee is 18 years or older
- Request for at least three references
- Request for employee skill,knowledge and experiences.(Qualification)
- Request for finger print which will cater for the background check.

Those selected will be undergo on-the job training as well as initial training at the DDD training facilities.

Initial training plan for the potential staff is to have the basic requirement such as first Aid, CPR, and medication administration,Article 9,client right and confidentiality.Initial training will take place as soon as service staff are empolyed depending on the staff category.There will be two set of provider.The Independent provider will work for the Agency who are license as home and community base service provider and the direct staff this are staff that will work with the agency but not necessarily license by the Arizona department of Economic Security

Describe the ongoing training plan for direct service staff, including any service specific training for each proposed service. \*

1491 characters remaining

The on going training plan will be for all direct service staff in their various catagories and the training will inculde skill building techniques, prevention of behavioral incidence,communication with consumer, consumer family and consumer representative.

The on going training will be for all categories of staff that have to comply with minimum and their category qualification. some of this training will be conduct by the Agency and some will be conducted by other specialise training Agency like DDD.

Please include the process for reporting NON-PROVISION of services for all services that apply. \*

1538 characters remaining

The Agency will have in place at all times a back up staff that will feed in for all emergencies.

The Agency will be responsible to both client, family and the client representatives in the following

- Notification of client and family or guardian or their representatives
- Rescheduling or arranging for the alternative staff coverage

The above will be handle at the agency level in orderr to perpare the client mind,family,and the client representative

Save Changes  Reset Amendment

## 7.2 Incident Reporting

The **Incident Reporting** tab contains seven fields that need to be filled out.

1. The first field “**position responsible for final review**” requires the Qualified Vendor to enter the title of the position in the organization responsible for the final review of the incident prior to submission to the Division along with the first and last name of the person who holds the position.
2. The second field “**position responsible for notifying representatives of incidents**” requires Qualified Vendors to enter the title of the position in the organization that is responsible for notifying members/member representatives of incidents, along with the first and last name of the person who holds the position.
3. The third field requires the Qualified Vendor to state if their organization has written policies and procedures regarding the reporting of incidents of abuse, neglect and exploitation.
4. The fourth field requires the Qualified Vendor to indicate whether or not reporting protocols are shared with members/member representatives.
5. The fifth field “**incidents reported internally**” requires Qualified Vendors to describe how incidents of abuse, neglect, exploitation, or injury are reported internally.
6. The sixth field “**incidents reported externally**” requires Qualified Vendors to describe how incidents of abuse, neglect, exploitation, or injury are reported externally.
7. The seventh field “**internal review process for incident reports**” requires Qualified Vendors to describe the internal review process for incident reports, including trending, and how corrective action is implemented.

A visual representation of the Incident Reporting section and its fields are show in *Image 12* located on the following page.

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Image 12 – Incident Reporting

Events Press Room Sites

11/19/2015 11:17:20 A.M. ARIZONA DEPARTMENT OF ECONOMIC SECURITY 

[DES Home](#) | [About DES](#) | [FAQ's](#) | [Contact Us](#) | [Reports](#) | [Forms](#) | [Office Locator](#)   [Advanced Search](#)

QUALIFIED VENDOR AGREEMENT | MANAGEMENT APPROVED | CONTRACT SPECIALIST IN PROGRESS - AMENDMENT Actions

Main Menu | Dashboard | Information | Contacts | **Program Management** | Assurances & Submittals | Services | Administrative & Service Sites | Contract Documents

Recruitment & Training | **Incident Reporting** | Complaints & Grievances | Member/Member Representative Input | Member Involvement | Quality Improvement

### Incident Reporting Information

Which position in the organization is responsible for the final review of the incident prior to submission to the Division?

First Name\*  Last Name\*  Title\*

Which position in the organization is responsible for notifying a member/member representative of incidents?

First Name\*  Last Name\*  Title\*

YES  NO Does the organization have written policies and procedures regarding the reporting of incidents of abuse, neglect and exploitation? \*

YES  NO Are reporting protocols shared with members/member representatives? \*

 Please limit your response to one page.

How are incidents of abuse, neglect, exploitation or injury reported internally? \*

1074 characters remaining

The incident of abuse, neglect, exploitation or injury will be reported internally, verbally to the Agency Administrator (  ) and all other designated manager within the Agency and it is to be followed by a detailed written incident report.

The incident must be reported immediately, within 24 hours. And the incident could be reported through any of this medium phone, E-mail, fax and mail.

The agency internally designed form which must conform with DD-191 is to be used in writing incident report.

Among other things that can be included in the incident report is the name of the client involved in the incident, the name of staff that witnessed the incident, a lucid explanation of the incident, staff immediate action on behalf of the client and recommended follow up action, and then the name of the Agency Administrative reviewer. Reporting of incidence should be share with consumer/families/families representative

### 7.3 Complaints & Grievances

The **Complaints & Grievances** tab contains seven fields.

1. The first field “**position responsible for resolving complaint/grievances**” requires the Qualified Vendor to enter the title of the position in the organization that is responsible for resolving complaints/grievances, along with the first and last name of the person who holds the position.
2. The second field requires Qualified Vendors to indicate whether or not the organization has a complaint/grievance form.
3. The third field requires the Qualified Vendor to answer if there are written policies and procedures regarding the submission of complaints/grievances.
4. The fourth field requires Qualified Vendors to indicate whether or not complaints/grievances are shared with members and/or member representatives.
5. The fifth field requires the Qualified Vendor to answer who has the ability to file complaints or grievances.
6. The sixth field requires that Qualified Vendors indicate the handling time associated with complaints and grievances.

A visual representation of the Complaints & Grievances section is shown in *Image 13* located on the following page.

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Image 13 – Complaints & Grievances

Events Press Room Site

11/19/2015 11:17:20 A.M. ARIZONA DEPARTMENT OF ECONOMIC SECURITY 

DES Home | About DES | FAQ's | Contact Us | Reports | Forms | Office Locator Search DES

QUALIFIED VENDOR AGREEMENT | MANAGEMENT APPROVED | CONTRACT SPECIALIST IN PROGRESS - AMENDMENT Actions

Main Menu | Dashboard | Information | Contacts | **Program Management** | Assurances & Submittals | Services | Administrative & Service Sites | Contract Documents

Recruitment & Training | Incident Reporting | **Complaints & Grievances** | Member/Member Representative Input | Member Involvement | Quality Improvement

### Complaints & Grievances Information

Which position in the organization is responsible for resolving the complaint/grievance?

First Name *	Last Name *	Title *
<input type="text"/>	<input type="text"/>	<input type="text"/>

YES  NO Does the organization have a complaint/grievance form? \*

YES  NO Does the organization have written policies and procedures regarding the submission of complaints/grievances? \*

YES  NO Are complaints/grievances shared with members and/or member representatives? \*

Who can file a complaint/grievance? \*

What is the complaint/grievance handling timeline? \*

 Please limit your response to one page.

Describe the complaints/grievances process. \*

1508 characters remaining

The complaint/grievances process will be as follows  
The complaint/grievances will be reviewed by the Agency Administrator and any other designated staff  
complaint/grievances form will be made available to the client or any body within the scope of the operation that is related to the well being of the consumer ant time it is needed.  
The Complain will be investigated  
The complain will be reported and action will be taken in accordance with the Division and provided policy and procedure

## 7.4 Member/ Member Representative Input

The **Member/Member Representative** tab contains six fields and was previously named “**Program Feedback Process**” in QVADS.

1. The first field “**input from members/member representatives**” requires Qualified Vendors to describe the process of how input is gathered from members/member representatives.
2. The second field “**measuring member satisfaction with services**” requires Qualified Vendors to describe the process their organization uses to measure the satisfaction that members/member representatives have with services.
3. The third field “**hiring and/or evaluation of direct service staff**” requires Qualified Vendors to describe how members/member representatives are involved in the hiring, and/or evaluation of direct service staff.
4. The fourth field requires the Qualified Vendor to enter the title of the position in the organization that receives feedback along with the first and last name of the person who holds the position.
5. The fifth field “**improving overall quality of services**” requires Qualified Vendors to describe how members/member representatives are involved in improving the overall quality of services provided by the organization.
6. The sixth field requires Qualified Vendors to indicate whether or not their organization provides an analysis of overall feedback to members/member representatives who may be considering services within the organization.

A visual representation of the Members/Member Representative Input section is shown in *Image 14* which is located on the following page.

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Image 14 – Member/Member Representative Input

Events Press Room Site

11/19/2015 11:17:20 A.M. ARIZONA DEPARTMENT OF ECONOMIC SECURITY AZ.GOV

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QUALIFIED VENDOR AGREEMENT | MANAGEMENT APPROVED | CONTRACT SPECIALIST IN PROGRESS - AMENDMENT Actions

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Recruitment & Training Incident Reporting Complaints & Grievances **Member/Member Representative Input** Member Involvement Quality Improvement

Member/Member Representative Input Information

Save Changes Reset Amendment

Please limit your response to one page.

How is input from members/member representatives gathered? \*  
1435 characters remaining

Consumer, families and consumer representatives will be given the Privilege to fill out a questionnaire/survey on consumer satisfaction at least once or twice a year. This survey will be designed specifically for consumers, families, and consumer representative which will be filled out and submitted to the agency for further analysis. The Agency will use this survey as an appraiser to improve performance with respect to the overall well being of the consumer. Also, the Agency will put in place another medium of feedback such as suggestion box, comment cards etc

Describe the process used to measure members/member representatives' satisfaction with services. \*  
1316 characters remaining

The Agency Administrator and any other designated staff will review in detail both formal and informal feedback from consumer, family and family representative. The feedback will be reviewed with respect to services in accordance with the agency procedure and that of the Division

The feedback will be shared and utilized with consumer, family and consumer representative in order to improve service delivery.

The Agency Administrator or any other designated staff will monitor the improvement, shared and utilized with the consumer, family and consumer representatives. This will help to reduce complaints in a particular area of service and implement a change in service delivery method

## 7.5 Member Involvement

The **Member Involvement** tab consists of two fields and was previously known as “**Consumer Involvement**” in QVADS.

1. The first field regarding “**community advisory groups**” requires for Qualified Vendors to indicate if they have a community advisory group, and/or participates in any external advisory groups, the organizations involvement in them, and if there isn't one, how the organization plans to develop, or participate in, a group in the future.
2. The second field regarding “**methods to provide opportunities**” requires Qualified Vendors to describe any other methods used by the organization to provide opportunities for members/member representatives to be actively involved in the organizations operations.

A visual representation of the Member Involvement section is shown in *Image 15* which is located on the following page.

\*This space left intentionally blank\*

Image 15 – Member Involvement

Events | Press Room | Sitem

11/19/2015 11:17:20 A.M. | ARIZONA DEPARTMENT OF ECONOMIC SECURITY | AZ GOV

DES Home | About DES | FAQ's | Contact Us | Reports | Forms | Office Locator | Search DES | Go | Advanced Search

| QUALIFIED VENDOR AGREEMENT | MANAGEMENT APPROVED | CONTRACT SPECIALIST IN PROGRESS - AMENDMENT | Actions

Main Menu | Dashboard | Information | Contacts | Program Management | Assurances & Submittals | Services | Administrative & Service Sites | Contract Documents

Recruitment & Training | Incident Reporting | Complaints & Grievances | Member/Member Representative Input | **Member Involvement** | Quality Improvement

### Member Involvement Information

Please limit your response to one page. Save Changes Reset Amendment

If your organization has a community advisory group and/or participates in any external advisory groups, describe your company's involvement. If none, describe how your company's plans to develop, or participate in, a group in the future. \*

1667 characters remaining

There is going to be a community advisory group in the evaluation of consumer, family and consumer representative to ensure the appropriateness of service.  
This community advisory group may include the home owner association, human right group that will contribute to the well being of the consumer, family and consumer representative

Describe any other method used by your organization to provide opportunities for members/member representatives to be actively involved in your organization's operations (i.e. staff recruitment, staff training and development, monitoring, social events, etc.). \*

1293 characters remaining

The Agency will actively involve consumer/family/consumer representative in the Agency operation. The Agency will be flexible in their area of operation to meet the need of the consumer/family/consumer representative, sometime recruit as vendor volunteer, recruit as advisory representative, sometime assist in conducting training and meeting based on skill knowledge and experience used as a resource for recruitment, interview and recommendation of potential staff, utilized their feed back in the monitoring process, given privilege to ask questions, make presentation or comment at an organized Agency meetings and make a request for donation of clothing, toys, furniture appliances, vehicle and sponsorship

Save Changes Reset Amendment

## 7.6 Quality Improvement

The **Quality Improvement** tab contains two fields and was previously known as “**Internal Quality Efforts**” in QVADS.

1. The first field “**process to monitor and evaluate services**” requires Qualified Vendors to describe the process used by the organization to monitor and evaluate the services provided as they relate to the service plan outcome.
2. The second field “**approach to improving quality of services**” requires Qualified Vendors to describe the overall organizational approach toward improving the quality of the services that the organization provides.

A visual representation of the Quality Improvement section is shown in *Image 16* located on the following page.

\*This space left intentionally blank\*

Image 16 – Quality Improvement

Events Press Room Site

11/19/2015 11:17:20 A.M. ARIZONA DEPARTMENT OF ECONOMIC SECURITY AZGOV

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QUALIFIED VENDOR AGREEMENT | MANAGEMENT APPROVED | CONTRACT SPECIALIST IN PROGRESS - AMENDMENT Actions

Main Menu Dashboard Information Contacts Program Management Assurances & Submittals Services Administrative & Service Sites Contract Documents

Recruitment & Training Incident Reporting Complaints & Grievances Member/Member Representative Input Member Involvement **Quality Improvement**

### Quality Improvement Information

Please limit your response to one page. Save Changes Reset Amendment

Describe the process used by the organization to monitor and evaluate the services provided as they relate to the service plan outcome. \*  
1594 characters remaining

The Agency will be involved in the monitoring and evaluation of individual support plan I.S.P objective. The monitoring and evaluation of individual support plan will be conducted through staff meeting reviews of staff report, addressing the I.S.P objective and goal, and evaluation by family, consumer, and consumer representative. At every I.S.P meeting must be determined or fixed which is usually 90 days

Describe the overall organizational approach toward improving the quality of the services provided. (As part of your response, consider trending incidents, grievance and complaint processes, onsite monitoring and member feedback.) \*  
1308 characters remaining

The overall vendor approach to service improvement will be to monitor both the consumer and the direct service staff at the Agency level to ensure compliance to quality and appropriateness of service provided. Should there be any changes in the approach or in the implementation of I.S.P objective the direct service staff will be duly informed of the changes by the Agency Administrator or any designated staff. The Agency will monitor the change in the evaluation and the implementation of I.S.P through observation, site visit and report as a tool for quality improvement. The medium will enable the Agency to be able to track compliance in the implementation of I.S.P goal and objective.

## 8. Assurances & Submittals

The **Assurances & Submittals** tab comprises of numerous yes or no questions. Each question must be answered. This tab was previously known as “**Assurances & Submittals Form**” in QVADS. The content of this tab has not changed from what was in QVADS.

A visual representation of the Assurances & Submittals tab is shown in *Image 17* located below.

*Image 17 – Assurances & Submittals*

The screenshot displays the 'Assurances & Submittals' section of the AZGOV website. The page header includes the Arizona Department of Economic Security logo and navigation links. The main content area features a list of 13 questions, each with a 'Yes' or 'No' radio button option. The 'Assurances & Submittals' tab is highlighted in the navigation menu.

**INSTRUCTIONS:**  
**The Applicant must respond to each of the following items, then print and sign the document and attach hardcopies of the applicable submittals. The submittals shall indicate the item number to which it corresponds and include the Applicant's Federal Employer Identification Number (FEIN).**

- Does the Applicant/Qualified Vendor agree to maintain and comply with any license(s), certification(s), and/or registration(s) set forth under federal or Arizona law, rules, or policy for the provision of each developmental disability service applied for?  Yes  No
- Does the Applicant/Qualified Vendor understand that payment will not be made for services delivered prior to the effective date of any licensure, certification(s), and/or registration(s) required by federal or Arizona law, rules, or policy?  Yes  No
- Has the Applicant/Qualified Vendor or any of its Key Personnel had a community developmental disability service or similar service license(s), certification(s) and/or registration(s) revoked, denied, or suspended in Arizona or in any other state within the past five (5) years? (For the purposes of these Assurances and Submittals, "Key Personnel" shall include the Applicant/Qualified Vendor if an individual, or if the Applicant/Qualified Vendor is a corporation or other entity, any partner, manager, director, officer, or person directly or indirectly controlling 10% or more of the outstanding voting shares or other ownership interest of the Applicant/Qualified Vendor)
  - If "yes", submit an explanation and current status.
- Has the Applicant/Qualified Vendor or any of its Key Personnel been a party to any contract terminated for cause relating to community developmental disability services or similar services in Arizona or in any other state within the past five (5) years?
  - If "yes", submit a detailed description of such terminations.
- Has the Applicant/Qualified Vendor or any of its Key Personnel been a party to any litigation relating to community developmental disability services or similar services in Arizona or in any other state within the past five (5) years?
  - If "yes", submit a detailed description of such lawsuits.
- Are there any court actions or judgments pending or entered within the last five (5) years against the Applicant/Qualified Vendor or any of its Key Personnel related to the provision of community developmental disability services or similar services in Arizona or in any other state?
  - If "yes", submit a summary of those suits or judgments and describe actions the Applicant/Qualified Vendor has taken to prevent future suits or judgments.
- Has the Applicant/Qualified Vendor or any of its Key Personnel been convicted of a criminal offense related to Medicare, Medicaid, or the State Children's Health Insurance Program?
  - If "yes", submit information on the person and each conviction.
- Has the Applicant/Qualified Vendor or any of its Key Personnel been convicted of a felony?
  - If "yes", submit information on the Key Personnel and the conviction.
- Has any federal or state agency ever made a finding of noncompliance with any civil rights requirements with respect to the Applicant/Qualified Vendor or any of its Key Personnel?
  - If "yes", submit an explanation.
- Has the Applicant/Qualified Vendor or any of its Key Personnel been debarred, suspended, or otherwise lawfully prohibited from any public procurement activity, or does the Applicant/Qualified Vendor employ, consult, subcontract with, or otherwise reimburse for services any person substantially involved in the management of another entity that is now debarred, suspended, or otherwise lawfully prohibited from any public procurement activity?
  - If "yes", submit an explanation.
  - Is a suspension or debarment currently pending?
    - If "yes" to Assurance 10.2, submit an explanation.
- Are there any judgments, tax deficiencies or claims pending or entered against the Applicant/Qualified Vendor or against any entity affiliated by common ownership or directorship with the Applicant/Qualified Vendor that would require disclosure in an audited financial statement or that would affect the financial stability of the Applicant/ Qualified Vendor? (For purposes of these Assurances and Submittals, "common ownership" means that persons owning over 25% of the Applicant/Qualified Vendor's outstanding voting shares or other ownership interests also own over 25% of another corporation or entity's outstanding voting shares or other ownership interests; "common directorship" means that a majority of the persons comprising the directors or Applicant/ Qualified Vendor, or performing similar management and oversight functions if the Applicant/Qualified Vendor is limited liability company or other non-corporate entity, also comprise the majority of the directors of another corporation or persons performing similar management and oversight functions with respect to a limited liability company or other non-corporate entity.)
  - If "yes", submit a disclosure statement.
- Has the Applicant/Qualified Vendor or any of its Key Personnel declared bankruptcy within the last seven (7) years?
  - If "yes", submit the most recent or the final court-approved order disposing of the case, including any court-approved plans.
- Is the Applicant/Qualified Vendor a corporation or other entity that is affiliated with another corporation or entity?

## 9. Services

Three types of changes have impacted the **Services** tab:

1. The **Services** tab has replaced the “**My Services**” tab in QVADS.
2. Name changes to sections that existed in QVADS. Refer to *Table 7* for details.
3. A new section has been added.

The main page of the **Services** tab shows which services have been added, suspended, associated AHCCCS Id’s, status, start date, and end date. This tab was previously named “**My Services**” in QVADS, the landing page for the **Services** tab now indicates if a service has been suspended, the AHCCCS ID associated with it, its status, and its start and end date. As shown below, *Table 7* indicates the changes made to this section from QVADs to QVP, it will say whether the tab is new, if the name has stayed the same, or its updated name.

A visual representation of the Services tab is shown below in *Image 18* located below.

*Image 18 - Services*

Suspended	Ahcccs Id	Service	Status	Start Date	End Date	Action
N		ATC - ATTENDANT CARE	Staff Approved	01/01/2011		AwC-Opt In
N		DTA - DAY TREATMENT & TRAINING - ADULT	Staff Approved	01/01/2011		
N		DTT - DAY TREATMENT & TRAINING - CHILDREN AFTER SCHOOL	Staff Approved	01/01/2011		
N		HBA - HABILITATION SERVICES - SUPPORTED DEVELOPMENTAL HOME (ADULT & FOSTER CARE CHILD) - WITH ROOM & BOARD	Staff Approved	04/19/2012		
N		DTS - DAY TREATMENT & TRAINING - CHILDREN SUMMER PROGRAM	Staff Approved	01/01/2011		
N		HMH - HABILITATION SERVICES - SUPPORT - HOURLY	Staff Approved	02/04/2013		AwC-Opt In
N		RBD - ROOM & BOARD, DEVELOPMENTAL HOME	Staff Approved	04/19/2012		
N		RSP - RESPIRE CARE HOURLY & DAILY	Staff Approved	01/01/2011		
N		TR1 - TRANSPORTATION	Staff Approved	01/01/2011		
N		SPE - SPEECH THERAPY EARLY INTERVENTION	New Service Amendment			
N		OCE - OCCUPATIONAL THERAPY EARLY INTERVENTION	New Service Amendment			
N		ISE - INDIVIDUAL SUPPORTED EMPLOYMENT	New Service Amendment			
N		GSE - GROUP SUPPORTED EMPLOYMENT	New Service Amendment			

**Services History**  
No Services denied or terminated within the last 90 days

*Table 7 – Services*

#	Qualified Vendor Portal (QVP)	Qualified Vendor Application Directory System (QVADS)
1	AHCCCS ID	New section
2	Service Description	Program Description
3	Transportation	Community Access
4	Recruitment & Training	Same as before
5	Incident Reporting	Same as before
6	Complaints & Grievances	Complaint/Grievance Process
7	Member/Member Representative Input	Program Feedback Process
8	Member Involvement	Consumer Involvement
9	Quality Improvement	Internal Quality Efforts

## 9.1 AHCCCS ID

The **AHCCCS ID** tab is new and was not previously available in QVADS. A description of this section is shown in *Image 8* and *Table 8* located below.

Image 19 – AHHHCS ID

Table 8 – AHCCCS ID

Sections of AHCCCS ID	Description
<b>AHCCCS ID</b>	The AHCCCS ID associated with the service is displayed in this field.
<b>Provider Type</b>	The Provider Type for the selected service is displayed in this field.
<b>Provider Start Date</b>	The start date of the provider.
<b>Provider End Date</b>	The end date of the provider.
<b>COS</b>	The COS associated with the selected service.
<b>COS Start Date</b>	The start date of the COS.
<b>COS End Date</b>	The end date of the COS.
<b>HCPC Service From</b>	The HCPC service From the associated with the service.
<b>HCPC Service To</b>	The HCPC Service To the associated with the service.
<b>AHCCCS Vendor Status Type</b>	The status type of the AHCCCS Vendor.

## 9.2 Service Description

This **Service Description** tab was previously known as “**Program Description**” in QVADS and it contains one field.

- The field “**provide service from referral through delivery**” requires the Qualified Vendor to describe how their organization will provide the selected service from referral through its delivery.

A visual representation of the Service Description section is shown in *Image 20* located below.

*Image 20 –Service Description*

The screenshot displays the Arizona Department of Economic Security (ADES) web application interface. The header includes the date and time (11/19/2015 11:24:57 A.M.), the ADES logo, and the text "ARIZONA DEPARTMENT OF ECONOMIC SECURITY". The navigation menu includes links for "DES Home", "About DES", "FAQ's", "Contact Us", "Reports", "Forms", and "Office Locator". The main content area shows a breadcrumb trail: "( QUALIFIED VENDOR AGREEMENT | MANAGEMENT APPROVED | CONTRACT SPECIALIST IN PROGRESS - AMENDMENT )". The "Services" tab is selected, and the "Service Description" sub-tab is highlighted. The form title is "ATC - ATTENDANT CARE". A warning icon and message state: "Please limit your response to one page." The main text area contains the instruction: "Describe how your organization will provide this service from referral through service delivery \*". Below this, it shows "503 characters remaining". The text area contains the following content: "At , we believe that every human being deserves to realize their potentials regardless of how they were born. That is why after referrals, a meeting will be arranged by the agency to meet one-on-one with the client, members of client's family and the program coordinators if he or she is willing. In this meeting, areas of clients needs will be discussed in relation to the client's Individual Support Plan for a better understanding. The meeting will also serve as an opportunity for the agency to introduce her services to the client and members of family. Upon the success of the meeting, the clients family member or representative will call the support Coordinator to request an authorization to allow the agency to provide the services. After the authorization, the agency will provide a certified and trained staff to assist the consumer to attain or maintain safe and sanitary living conditions and/or maintain personal cleanliness and activities of daily living as indentified in the ISP. In providing these serives, the staff might help the person to get ready to start their day by assisting with the bathing and dressing or the staff might help the person to complete housekeeping chores in other to keep the home clean. Attendant Care covers a wide spectrum of activities including bathing, dressing, feeding, toileting, transferring, mobility, cooking, cleaning etc. It must be noted that without the authorization by the support coordinator, services cannot start." The form includes "Save Changes" and "Reset Amendment" buttons at the bottom right.

### 9.3 Transportation

The **Transportation** tab was previously known as “**Community Access**” in QVADS and it contains five fields.

1. The first field “**transportation required to deliver service**” the Qualified Vendor is required to answer how the organization supports direct service staff for community access when transportation is required to deliver the selected service. The option for “Not Applicable” has been added which was not previously available in QVADS.
2. The second field “**properly maintained and supplied vehicles**” requires Qualified Vendors to describe methods used to ensure all provider and agency supplied vehicles are properly maintained.
3. The third field “**supplied vehicles maintain state minimum insurance requirements**” requires Qualified Vendors to provide a description of methods used to ensure that all individual and organization owned and agency supplied vehicles maintain state minimum insurance requirements.
4. The fourth field “**requirements that employees meet to transport members**” requires Qualified Vendors to describe any additional requirements the organization’s employees must meet to transport members.
5. The fifth field requires Qualified Vendors to indicate how often driving records are reviewed by the organization.

A visual representation of the Transportation section is shown in *Image 21* is located on the following page.

\*This space left intentionally blank\*

Image 21 - Transportation

The screenshot shows the Arizona Department of Economic Security (DES) website interface. At the top, there is a header with the DES logo, the text 'ARIZONA DEPARTMENT OF ECONOMIC SECURITY', and the 'AZ GOV' logo. Below the header is a navigation menu with links for 'DES Home', 'About DES', 'FAQ's', 'Contact Us', 'Reports', 'Forms', and 'Office Locator'. A search bar is also present. The main content area features a breadcrumb trail: 'QUALIFIED VENDOR AGREEMENT | MANAGEMENT APPROVED | CONTRACT SPECIALIST IN PROGRESS - AMENDMENT'. Below this is a secondary navigation menu with tabs for 'Main Menu', 'Dashboard', 'Information', 'Contacts', 'Program Management', 'Assurances & Submittals', 'Services', 'Administrative & Service Sites', and 'Contract Documents'. The 'Services' tab is active, and a sub-menu is displayed with 'Transportation' highlighted in a red circle. Other sub-menu items include 'Recruitment & Training', 'Incident Reporting', 'Complaints & Grievances', 'Member/Member Representative Input', 'Member Involvement', and 'Quality Improvement'. The 'Transportation' section is titled 'ATC - ATTENDANT CARE' and includes a 'Back to Service List' button. The main content area contains three text input fields:

- Service Transportation:** A warning icon and the text 'Please limit your response to one page.' are at the top. Below are four checkboxes: 'Transportation in an individual/staff owned car', 'Transportation in an agency owned, leased or contracted vehicle', 'Reimbursement for public transportation', and 'Not Applicable'. 'Save Changes' and 'Reset Amendment' buttons are on the right.
- Describe methods used to ensure that all provider and agency supplied vehicles are properly maintained:** A text area with a character count of '1697 characters remaining'. The text reads: 'All Agency vehicle will be inspected monthly and the item of inspection includes the seat belt, cleanliness, the log book, air condition and heating system, local map, first aid kit ice chest with water, bottle water, tire, maintenance check list, and vital information about the client in the vehicle.'
- Describe methods used to ensure that all individual and organization owned and agency supplied vehicles maintain state minimum insurance requirements:** A text area with a character count of '1604 characters remaining'. The text reads: 'The agency will maintain comprehensive and adequate insurance against accidents, fire and theft/burglarly for all the agency vehicles including the one the consumers will be using for transportation. Copies of individual staff insurance card and vehicle registration will be kept in staff employee file. The agency will call the staff insurance to verify ifr the staff insurance is still valid.'

\*This space left intentionally blank\*

## 9.4 Recruitment & Training

The **Recruitment & Training** section contains three fields that need to be filled out.

1. The first field “**recruitment plan for direct staff**” requires the Qualified Vendor to describe the recruitment plan for direct staff, a description of the initial training plan for direct staff, along with additional service specific requirements for each proposed service.
2. The second field “**ongoing training plan for direct service staff**” requires the Qualified Vendor to describe the ongoing training plan for direct service staff, and a description of any service specific training for each proposed service.
3. The third field “**process for NON-PROVISION of services**” requires the Qualified Vendor to describe the process for reporting NON-PROVISION of services for all services that apply.

Located below is a visual representation of the Recruitment & Training section in *Image 22*.

Image 22 – Recruitment & Training

The screenshot displays the Arizona Department of Economic Security (ADES) web portal. The header includes the ADES logo, the date and time (11/19/2015 11:24:57 A.M.), and the department name. The navigation menu contains links for DES Home, About DES, FAQ's, Contact Us, Reports, Forms, and Office Locator. The breadcrumb trail shows the current location: QUALIFIED VENDOR AGREEMENT | MANAGEMENT APPROVED | CONTRACT SPECIALIST IN PROGRESS - AMENDMENT. The main menu includes options like Main Menu, Dashboard, Information, Contacts, Program Management, Assurances & Submittals, Services, Administrative & Service Sites, and Contract Documents. The 'Recruitment & Training' tab is highlighted. Below the navigation, there are several tabs for different service categories, with 'Recruitment & Training' selected. The page title is 'ATC - ATTENDANT CARE'. The main content area is titled 'Recruitment & Training Information' and contains two text input fields. The first field is for the recruitment plan for direct staff, with a warning icon and a message to limit the response to one page. The second field is for the ongoing training plan for direct service staff. Both fields have character counts and 'Save Changes' and 'Reset Amendment' buttons.

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AHCCCS ID Service Description Transportation Recruitment & Training Incident Reporting Complaints & Grievances Member/Member Representative Input Member Involvement Quality Improvement

ATC - ATTENDANT CARE Back to Service List

Recruitment & Training Information

Please limit your response to one page. Save Changes Reset Amendment

Describe the recruitment plan for direct staff. Describe the initial training plan for direct staff. Include any additional service specific requirement for each proposed service. 739 characters remaining

Recruitment and initial training plan for direct service staff will be as follows:The Agency will advertise for work vacancy for available positions. Application will be received, reviewed and interviews will be conducted to ensure that the right person will be employed based on the following considerations:

- Verified employee is 18 years or older
- Request for at least three references
- Request for employee skill, knowledge and experiences. (Qualification)
- Request for finger print which will cater for the background check.

Those selected will be undergo on-the job training as well as initial training at the DDD training facilities.

Initial training plan for the potential staff is to have the basic requirement such as first Aid, CPR, and medication administration, Article 9, client right and confidentiality. Initial training will take place as soon as service staff are employed depending on the staff category. There will be two set of provider. The Independent provider will work for the Agency who are license as home and community base service provider and the direct staff this are staff that will work with the agency but not necessarily license by the Arizona department of Economic Security

Describe the ongoing training plan for direct service staff, including any service specific training for each proposed service. 1499 characters remaining

The on going training plan will be for all direct staff in their various categories and the training will include skill building techniques, prevention of behavioral incidence, communication with consumer, consumer family and consumer representative.

The on going training will be for all categories of staff that have to comply with minimum and their category qualification. some of this training will be conduct by the Agency and some will be conducted by other specialise training Agency like DDD.

## 9.5 Incident Reporting

The **Incident Reporting** section contains three fields that needs to be filled out.

1. The first field “**reporting incidents internally**” requires Qualified Vendors to describe how incidents of abuse, neglect, exploitation, or injury are reported internally.
2. The second field “**reporting incidents externally**” requires Qualified Vendors to describe how incidents of abuse, neglect, exploitation, or injury are reported externally.
3. The third field “**internal review process**” requires Qualified Vendors to describe the internal review process for incident reports, including trending, and how corrective action is implemented.

A visual representation of the Incident Reporting section is shown in *Image 23* located below.

*Image 23 – Incident Reporting*

The screenshot displays the Arizona Department of Economic Security (DES) website interface. At the top, the header includes the date and time (11/19/2015 11:24:57 A.M.), the department name, and the AZGO logo. A navigation bar contains links for DES Home, About DES, FAQ's, Contact Us, Reports, Forms, and Office Locator. Below this, a breadcrumb trail shows the current path: QUALIFIED VENDOR AGREEMENT | MANAGEMENT APPROVED | CONTRACT SPECIALIST IN PROGRESS - AMENDMENT. A secondary navigation menu includes options like Main Menu, Dashboard, Information, Contacts, Program Management, Assurances & Submittals, Services, Administrative & Service Sites, and Contract Documents. The 'Incident Reporting' option is circled in red. Below the navigation, a sub-menu lists various services, with 'Incident Reporting' also highlighted. The main content area is titled 'ATC - ATTENDANT CARE' and features a 'Back to Service List' button. The 'Incident Reporting Information' section contains a warning icon and the instruction 'Please limit your response to one page.' Below this, there are two text input fields. The first field is titled 'How are incidents of abuse, neglect, exploitation or injury reported internally?' and contains 1074 characters remaining. The second field is titled 'How are incidents of abuse, neglect, exploitation or injury reported externally?' and contains 1082 characters remaining. Both fields contain detailed instructions on how to report incidents, including the required information and the medium of notification. The form also includes 'Save Changes' and 'Reset Amendment' buttons.

## 9.6 Complaints and Grievances

The **Complaints and Grievances** section contains one field.

- The field **“complaints/grievances process”** requires Qualified Vendors to describe the complaints and grievances process.

A visual representation of the Complaints and Grievances field is shown in *Image 24* located below.

*Image 24 – Complaints and Grievances*

The screenshot displays the Arizona Department of Economic Security (DES) website interface. The header includes the DES logo, the text 'ARIZONA DEPARTMENT OF ECONOMIC SECURITY', and the 'AZ GOV' logo. The navigation menu contains links for 'DES Home', 'About DES', 'FAQ's', 'Contact Us', 'Reports', 'Forms', and 'Office Locator'. A search bar is located on the right side of the navigation menu. The main content area shows a breadcrumb trail: 'QUALIFIED VENDOR AGREEMENT | MANAGEMENT APPROVED | CONTRACT SPECIALIST IN PROGRESS - AMENDMENT'. Below the breadcrumb trail is a navigation menu with tabs for 'Main Menu', 'Dashboard', 'Information', 'Contacts', 'Program Management', 'Assurances & Submittals', 'Services', 'Administrative & Service Sites', and 'Contract Documents'. The 'Services' tab is selected, and a sub-menu is displayed with options: 'AHCCCS ID', 'Service Description', 'Transportation', 'Recruitment & Training', 'Incident Reporting', 'Complaints & Grievances', 'Member/Member Representative Input', 'Member Involvement', and 'Quality Improvement'. The 'Complaints & Grievances' option is circled in red. Below the sub-menu is a section titled 'ATC - ATTENDANT CARE' with a 'Back to Service List' button. The main content area is titled 'Complaints & Grievances Information' and contains a text input field. A warning icon and message state: 'Please limit your response to one page.' The text input field contains the following text: 'Describe the complaints/grievances process. 1508 characters remaining. The complaint/grievances process will be as follows. The complaint/grievances will be reviewed by the Agency Administrator and any other designated staff. complaint/grievances form will be made available to the client or any body within the scope of the operation that is related to the well being of the consumer at time it is needed. The Complain will be investigated. The complain will be reported and action will be taken in accordance with the Division and provided policy and procedure.' There are 'Save Changes' and 'Reset Amendment' buttons at the bottom right of the form.

## 9.7 Member/ Member Representative Input

The **Member/Member Representative Input** section was previously named “**Program Feedback Process**” in QVADS and it contains four fields.

1. The first field “**input from members/member representatives**” requires Qualified Vendors to describe the process of how input is gathered from members/member representatives.
2. The second field “**measuring member satisfaction with services**” requires Qualified Vendors to describe the process their organization uses to measure a members/member representatives satisfaction with services.
3. The third field “**hiring and/or evaluation of direct service staff**” requires Qualified Vendors to describe how members/member representatives are involved in the hiring and/or evaluation of direct service staff.
4. The fourth field “**improving overall quality of services**” requires Qualified Vendors to describe how members/member representatives are involved in improving the overall quality of services provided by the organization.

A visual representation of the Member/Member Representative Input section is shown in *Image 25* located on the following page.

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Image 25 – Member/Member Representative Input

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AHCCCS ID | [Service Description](#) | [Transportation](#) | [Recruitment & Training](#) | [Incident Reporting](#) | [Complaints & Grievances](#) | **Member/Member Representative Input** | [Member Involvement](#) | [Quality Improvement](#)

**ATC - ATTENDANT CARE**

**Member/Member Representative Input Information**

Please limit your response to one page.

How is input from members/member representatives gathered?  
1435 characters remaining

Consumer, families and consumer representatives will be given the Privilege to fill out a questionnaire/survey on consumer satisfaction at least once or twice a year. This survey will be designed specifically for consumers, families, and consumer representative which will be filled out and submitted to the agency for further analysis. The Agency will use this survey as an appraiser to improve performance with respect to the overall well being of the consumer. Also, the Agency will put in place another medium of feedback such as suggestion box, comment cards etc

Describe the process used to measure members/member representatives' satisfaction with services.  
1316 characters remaining

The Agency Administrator and any other designated staff will review in detail both formal and informal feedback from consumer, family and family representative. The feedback will be reviewed with respect to services in accordance with the agency procedure and that of the Division. The feedback will be shared and utilized with consumer, family and consumer representative in order to improve service delivery. The Agency Administrator or any other designated staff will monitor the improvement, shared and utilized with the consumer, family and consumer representatives. This will help to reduce complain in a particular area of service and compliment a change in service delivery method

Describe how members/member representatives are involved in the hiring and/or evaluation of direct service staff.  
1208 characters remaining

At every stage of hiring and evaluation of direct staff, consumer, family and consumer representatives will be involved if they choose to after all preliminary hiring process have been complied, such as verification that the employee is 18 years, request for three references, request for employee skill, experience, and knowledge. If a family or consumer representative referred an applicant who have meet with preliminary hiring process the agency may opt to hire such applicant when the consumer, family and consumer representative choose to be part of the interview process. The Agency will provide to consumer, family and consumer representative upon request employee annual survey and evaluation based on input/feedback with respect to services and training acquire by the direct service staff

## 9.8 Member Involvement

The **Member Involvement** section consists of two fields and was previously known as “**Consumer Involvement**” in QVADS.

1. The first field “**community advisory groups**” requires for Qualified Vendors to indicate if they have a community advisory group, and/or participates in any external advisory groups, the organizations involvement in them, and if there isn’t one, how the organization plans to develop, or participate in, a group in the future.
2. The second field “**methods to provide opportunities**” requires Qualified Vendors to describe any other methods used by the organization to provide opportunities for members/member representatives to be actively involved in the organizations operations.

A visual representation of the Member Involvement section is shown in *Image 26* located on the following page.

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Image 26 – Member Involvement

Events Press Room Sitem

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AHCCCS ID | Service Description | Transportation | Recruitment & Training | Incident Reporting | Complaints & Grievances | Member/Member Representative Input | **Member Involvement** | Quality Improvement

ATC - ATTENDANT CARE

### Member Involvement Information

Please limit your response to one page.

If your organization has a community advisory group and/or participates in any external advisory groups, describe your company's involvement. If none, describe how your company's plans to develop, or participate in, a group in the future.  
1667 characters remaining

There is going to be a community advisory group in the evaluation of consumer, family and consumer representative to ensure the appropriateness of service.  
This community advisory group may include the home owner association, human right group that will contribute to the well being of the consumer, family and consumer representative

Describe any other method used by your organization to provide opportunities for members/member representatives to be actively involved in your organization's operations (i.e. staff recruitment, staff training and development, monitoring, social events, etc.).  
1293 characters remaining

The Agency will actively involve consumer/family/consumer representative in the Agency operation. The Agency will be flexible in their area of operation to meet the need of the consumer/family/consumer representative, sometime recruit as vendor volunteer, recruit as advisory representative, sometime assist in conducting training and meeting based on skill knowledge and experience used as a resource for recruitment, interview and recommendation of potential staff, utilized their feed back in the monitoring process, given privilege to ask questions, make presentation or comment at an organized Agency meetings and make a request for donation of clothing, toys, furniture appliances, vehicle and sponsorship

## 9.9 Quality Improvement

The **Quality Improvement** section contains two fields and was previously known as “**Internal Quality Efforts**” in QVADS.

1. The first field “**process to monitor and evaluate services**” requires Qualified Vendors to describe the process used by the organization to monitor and evaluate the services provided as they relate to the service plan outcome.
2. The second field “**approach to improving quality of services**” requires Qualified Vendors to describe the overall organizational approach toward improving the quality of the services that the organization provides.

A visual representation of the Quality Improvement section is shown in *Image 27* located on the following page.

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Image 27 – Quality Improvement

Events Press Room Sites

11/19/2015 11:24:57 A.M. ARIZONA DEPARTMENT OF ECONOMIC SECURITY 

DES Home | About DES | FAQ's | Contact Us | Reports | Forms | Office Locator Search DES   Advanced Search

| QUALIFIED VENDOR AGREEMENT | MANAGEMENT APPROVED | CONTRACT SPECIALIST IN PROGRESS - AMENDMENT Actions

Main Menu | Dashboard | Information | Contacts | Program Management | Assurances & Submittals | **Services** | Administrative & Service Sites | Contract Documents

AHCCCS ID | Service Description | Transportation | Recruitment & Training | Incident Reporting | Complaints & Grievances | Member/Member Representative Input | Member Involvement | **Quality Improvement**

ATC - ATTENDANT CARE

### Quality Improvement Information

 Please limit your response to one page.

Describe the process used by the organization to monitor and evaluate the services provided as they relate to the service plan outcome.  
1594 characters remaining

The Agency will be involved in the monitoring and evaluation of individual support plan I.S.P objective. The monitoring and evaluation of individual support plan will be conducted through staff meeting reviews of staff report, addressing the I.S.P objective and goal, and evaluation by family, consumer, and consumer representative. At every I.S.P meeting must be determined or fixed which is usually 90 days

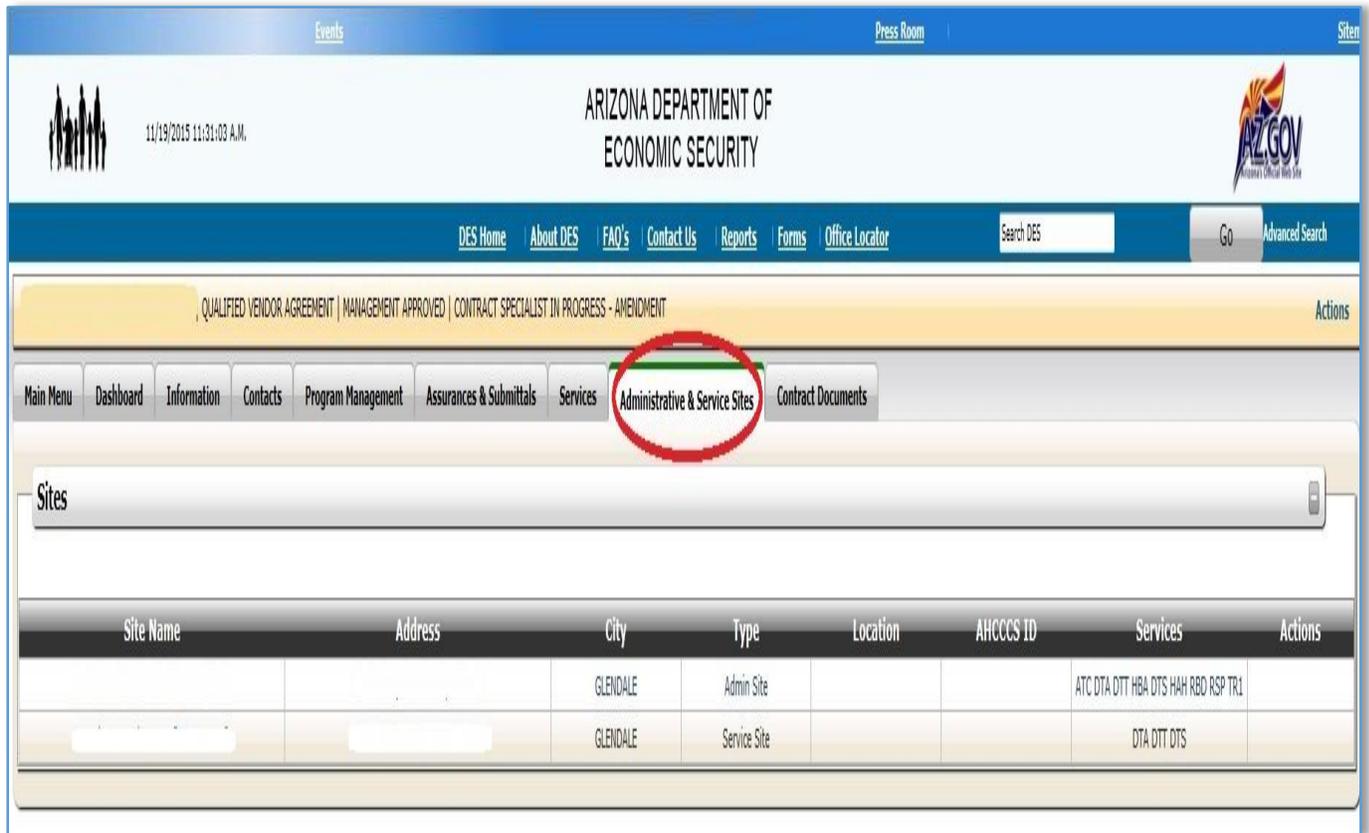
Describe the overall organizational approach toward improving the quality of the services provided. (As part of your response, consider trending incidents, grievance and complaint processes, onsite monitoring and member feedback.)  
1308 characters remaining

The overall vendor approach to service improvement will be to monitor both the consumer and the direct service staff at the Agency level to ensure compliance to quality and appropriateness of service provided. Should there be any changes in the approach or in the implementation of I.S.P objective the direct service staff will be duly informed of the changes by the Agency Administrator or any designated staff. The Agency will monitor the change in the evaluation and the implementation of I.S.P through observation, site visit and report as a tool for quality improvement. The medium will enable the Agency to be able to track compliance in the implementation of I.S.P goal and objective.

## 10. Administrative & Service Sites

The **Administrative & Service Site** section was previously named “**My Administrative & Service Sites**” in QVADS. The content shown in *Image 28* is described in more detail in *Table 9*.

*Image 28 – Administrative & Service Sites*



*Table 9 – Administrative & Service Sites*

#	Administrative & Service Sites	Qualified Vendor Application Directory System (QVADS)
1	Site Name	This field lists the name of the site.
2	Address	This field lists the addresses associated with the sites.
3	City	The field lists the city that the sites are located in.
4	Type	This field states if the site is an administrative site, or if it's a site that provides services.
5	Location	This field shows the location of the site.
6	AHCCCS ID	This field indicates which AHCCCS ID is associated with the site.
7	Services	This field indicates which type of service is provided at the Site.
8	Actions	The action field allows users to delete sites that have been added.

## 10.1 General Information

The **General Information** section contains three fields.

1. The first field “**Site Information**” requires that the Qualified Vendor enter in the name of the site, the Office Code, and AHCCCS ID fields cannot be modified.
2. The second field “**Site Address**” requires Qualified Vendors to enter in the address, phone number, city, state, zip code, and district of the site.
3. The third field “**Principal Contact**” requires the Qualified Vendor to provide the first and last name of the principal contact along with their phone number and email address.

A visual representation of the General Information section is shown in *Image 29* located on the following page.

\*This space left intentionally blank\*

Image 29 – General Information

Events Press Room Sitem

11/19/2015 11:31:03 A.M. ARIZONA DEPARTMENT OF ECONOMIC SECURITY 

DES Home | About DES | FAQ's | Contact Us | Reports | Forms | Office Locator Search DES  Go Advanced Search

| QUALIFIED VENDOR AGREEMENT | MANAGEMENT APPROVED | CONTRACT SPECIALIST IN PROGRESS - AMENDMENT Actions

Main Menu | Dashboard | Information | Contacts | Program Management | Assurances & Submittals | Services | Administrative & Service Sites | Contract Documents

**General Information** | Contact Information | Site Information Listed | Services

Site Name : Back to Site List

Save Changes | Reset Amendment

**Site Information**

Site Name*	Office Code	AHCCCS ID
<input type="text"/>	<input type="text"/>	<input type="text"/>

**Site Address**

Address Line 1*	Address Line 2	Phone Number*
<input type="text"/>	<input type="text"/>	<input type="text"/>
City*	State*	Zip Code*
GLENDALE	AZ	85301
		District*
		DISTRICT WEST

**Principal Contact**

First Name*	Last Name*	Phone Number*	Email Address*
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

## 10.2 Contact Information

The **Contact Information** section contains two fields.

1. The first field **“Scheduler Contact”** was previously known as **“Scheduler Information”** in QVADS, and it requires the Qualified Vendor to enter the first and last name of the contact, the phone, email address, and fax number.
2. The second field **“After Hours Contact”** was previously known as **“After Hours Contact Information”** and requires the Qualified Vendor to enter the first and last name of the contact, the phone and fax number, and their email address.

A visual representation of the content can be found in *Image 30* located below.

*Image 30 – Contact Information*

The screenshot displays the ADES web portal interface. At the top, there is a navigation bar with links for Events, Press Room, and Sites. Below this is a header section with the Arizona Department of Economic Security logo and the text 'ARIZONA DEPARTMENT OF ECONOMIC SECURITY'. A search bar and a 'Go' button are also present. The main content area shows a breadcrumb trail: 'QUALIFIED VENDOR AGREEMENT | MANAGEMENT APPROVED | CONTRACT SPECIALIST IN PROGRESS - AMENDMENT'. Below the breadcrumb, there are several tabs: 'Main Menu', 'Dashboard', 'Information', 'Contacts', 'Program Management', 'Assurances & Submittals', 'Services', 'Administrative & Service Sites', and 'Contract Documents'. The 'Administrative & Service Sites' tab is selected, and within it, the 'Contact Information' sub-tab is highlighted with a red circle. Below the tabs, there is a 'Site Name' field and a 'Back to Site List' button. There are also 'Save Changes' and 'Reset Amendment' buttons. The form contains two main sections: 'Scheduler Contact' and 'After Hours Contact'. Each section has a title bar and a form area with five input fields: 'First Name', 'Last Name', 'Phone Number', 'Fax Number', and 'Email Address'.

### 10.3 Site Information Listed

The **Site Information Listed** section contains four fields.

1. The first field **“Office Type”** requires the Qualified Vendor to select whether the site is an Administrative Site or a Service Site.
2. The second field **“Accepting New Referrals”** requires Qualified Vendors to select whether or not they are Accepting New Referrals.
3. The third field **“Occupancy”** requires the Qualified Vendor to indicate its maximum capacity, along with its current occupancy.
4. The fourth field **“Site Hours”** requires Qualified Vendors to indicate the hours the site is available Monday through Friday, with an option to include hours for the weekend.

A visual representation of the Site Information Listed section is shown in *Image 31* located below.

*Image 31 – Site Information Listed*

The screenshot displays the ADES website interface. At the top, the header includes the Arizona Department of Economic Security logo and navigation links. The main content area shows a breadcrumb trail: QUALIFIED VENDOR AGREEMENT | MANAGEMENT APPROVED | CONTRACT SPECIALIST IN PROGRESS - AMENDMENT. Below this, a navigation menu highlights the 'Administrative & Service Sites' section, with the 'Site Information Listed' sub-tab circled in red. The form itself is titled 'Site Information' and contains several sections: 'Office Type' with radio buttons for 'Administrative Site' and 'Service Site'; 'Accepting New Referrals' with radio buttons for 'Yes' and 'No'; 'Maximum Capacity' and 'Current Occupancy' input fields; and 'Site Hours' with a table for selecting hours from 08:00AM to 05:00PM for each day of the week (Monday through Friday). A 'Back to Site List' button is located in the top right corner of the form area.

## 10.4 Services

The **Services** section contains two fields and a list of all services that the Qualified Vendor offers.

1. The first field **“Services”** indicates the services that the Qualified Vendor offers.
2. The second field **“Action”** allows Qualified Vendors to remove the services.

A visual representation of the Services section is shown in *Image 32* located below.

Image 32 - Services

The screenshot displays the Arizona Department of Economic Security (ADES) website interface. At the top, there is a header with the date and time (11/19/2015 11:31:03 A.M.), the ADES logo, and the text "ARIZONA DEPARTMENT OF ECONOMIC SECURITY". Below the header is a navigation bar with links for "DES Home", "About DES", "FAQ's", "Contact Us", "Reports", "Forms", "Office Locator", a search bar, and "Advanced Search". The main content area shows a breadcrumb trail: "QUALIFIED VENDOR AGREEMENT | MANAGEMENT APPROVED | CONTRACT SPECIALIST IN PROGRESS - AMENDMENT". Below this is a menu with tabs for "Main Menu", "Dashboard", "Information", "Contacts", "Program Management", "Assurances & Submittals", "Services" (highlighted with a red circle), "Administrative & Service Sites", and "Contract Documents". Under the "Services" tab, there are sub-tabs for "General Information", "Contact Information", "Site Information Listed", and "Services" (highlighted with a red circle). The "Services" sub-tab is active, showing a "Site Name" field and a "Back to Site List" button. Below this is a table with the following data:

Service	Action
ATTENDANT CARE	
DAY TREATMENT & TRAINING - ADULT	
DAY TREATMENT & TRAINING - CHILDREN AFTER SCHOOL	
HABILITATION SERVICES - SUPPORTED DEVELOPMENTAL HOME (ADULT & FOSTER CARE CHILD) - WITH ROOM & BOARD	
DAY TREATMENT & TRAINING - CHILDREN SUMMER PROGRAM	
HABILITATION SERVICES - SUPPORT - HOURLY	
ROOM & BOARD, DEVELOPMENTAL HOME	
RESPIRE CARE HOURLY & DAILY	
TRANSPORTATION	

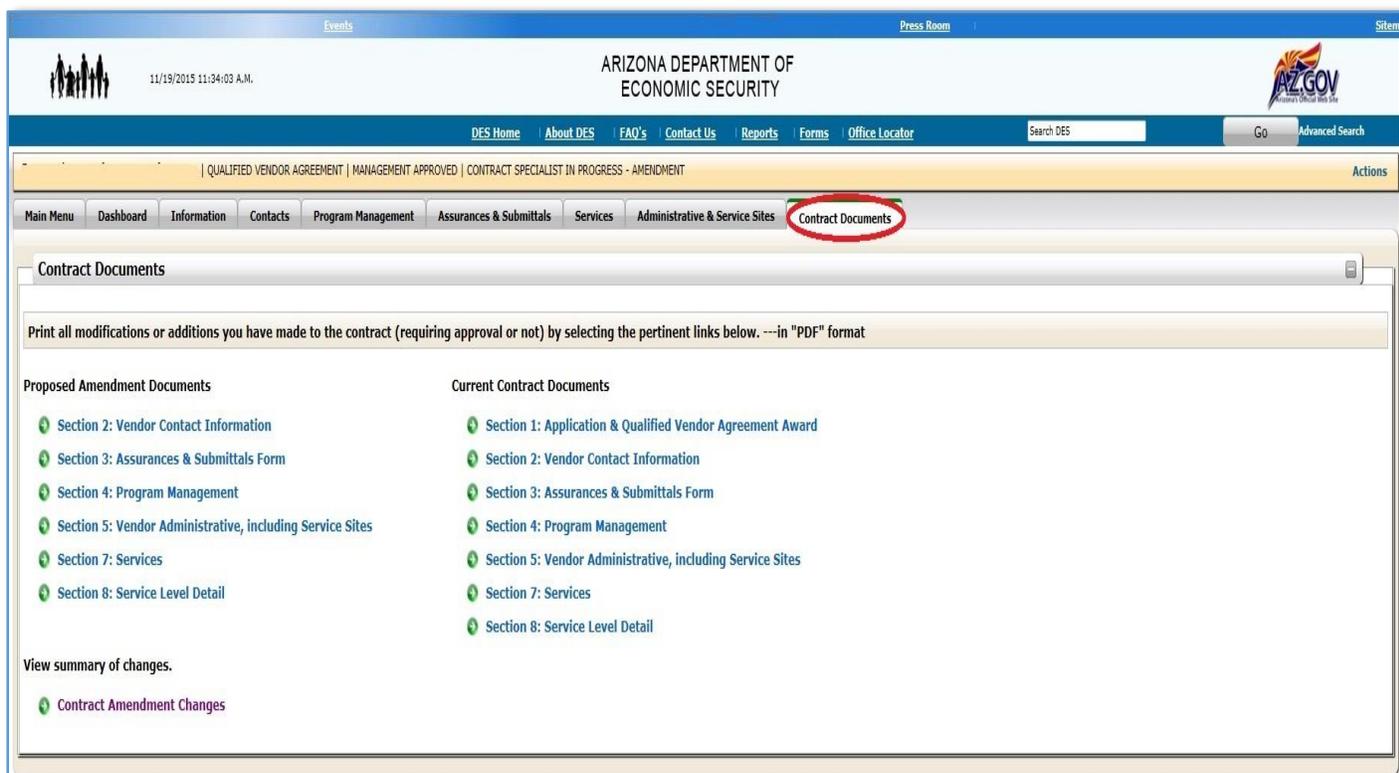
## 11. Contract Documents

The **Contract Documents** tab consists of three categories and was not available in QVADS. The availability of these categories are dependent on when the contract is in the amendment process.

1. The first category “**Proposed Amendment Documents**” contains documents in PDF format that are proposed amendments to the current contracts. This category is only available when the contract is in the amendment process.
2. The second area “**Current Contract Documents**” contains documents in PDF format that are currently used in the contract.
3. The third area “**View of summary of changes**” contains a summary of all of the amended changes made to the contract. This category is only available when the contract is in the amendment process.

A visual representation of the Contract Documents tab is shown in *Image 33* located below.

*Image 33 – Contract Documents*



The screenshot shows the Arizona Department of Economic Security (DES) website interface. At the top, there is a header with the DES logo and the text "ARIZONA DEPARTMENT OF ECONOMIC SECURITY". Below the header is a navigation menu with various tabs: "Main Menu", "Dashboard", "Information", "Contacts", "Program Management", "Assurances & Submittals", "Services", "Administrative & Service Sites", and "Contract Documents". The "Contract Documents" tab is highlighted with a red circle. Below the navigation menu, there is a section titled "Contract Documents" with a sub-header "Print all modifications or additions you have made to the contract (requiring approval or not) by selecting the pertinent links below. ---in 'PDF' format". Under this section, there are two columns of document links. The left column is titled "Proposed Amendment Documents" and contains links for "Section 2: Vendor Contact Information", "Section 3: Assurances & Submittals Form", "Section 4: Program Management", "Section 5: Vendor Administrative, including Service Sites", "Section 7: Services", and "Section 8: Service Level Detail". The right column is titled "Current Contract Documents" and contains links for "Section 1: Application & Qualified Vendor Agreement Award", "Section 2: Vendor Contact Information", "Section 3: Assurances & Submittals Form", "Section 4: Program Management", "Section 5: Vendor Administrative, including Service Sites", "Section 7: Services", and "Section 8: Service Level Detail". Below these columns, there is a section titled "View summary of changes" with a link for "Contract Amendment Changes".

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