



STATE SERVICES FOR THE BLIND



## **REQUIRED DOCUMENTATION PER CONTRACT OR MN RULE FOR A 3 YEAR MONITORING REVIEW**

### **Policies and Procedures**

#### **2.7 Scope of Work. Policies and Procedures**

The Community Rehabilitation Provider contract with SSB states that the Community Partner, upon signing an agreement and at the request of SSB, will provide SSB a copy of their policies and procedures, including those concerning:

- customer appeals
- non-discrimination
- accessibility, including sign language interpreters
- health and safety
- emergency procedures

The Community Partner will provide SSB a copy of any changes in its policies and procedures within 30 days of any such change.

### **Insurance – Exhibit C Requirements**

The Community Rehabilitation Provider contract states that:

- the Community Partner shall not commence work under the contract until they have obtained all the insurance required and the State of Minnesota has approved such insurance. Community Partner shall maintain such insurance in force and effect throughout the term of the contract.
- The CRP contract states that the Insurance certificate holder should be addressed to DEED-SSB at the 2200 University Ave W. Suite 240, St. Paul MN 55114 address.

## **Federal E-Verify**

The CRP contract states that for services valued in excess of \$50,000, Community Partner has implemented the federal E-Verify program for all newly hired employees in the United States who will perform work on behalf of the State.

## **Customer Appeals**

Individuals receiving SSB services, including students receiving pre-employment transition services (Pre-ETS), potentially eligible students, applicants, and eligible individuals, have the right to a review and mediation if they are dissatisfied with any determination made by SSB staff that affects the provisions of vocational rehabilitation (VR) services. The individual has a right to:

- An informal review of the decision conducted by SSB staff not involved in the decision
- Mediation; and/or
- An impartial hearing before an administrative law judge (ALJ).

## **Client Assistance Project (CAP)**

Community Partners may inform individuals who are dissatisfied with services provided by SSB of the Client Assistance Project (CAP), a free advocacy program that is required by federal law to make sure people with disabilities have the services they need. CAP is not part of Rehabilitation Services or SSB.

To ask for help from CAP call:

New Client Intake:

612-334-5970 (Twin Cities)

1-800-292-4150 (Statewide)

612-332-4668 (TTY)

## **Non-Discrimination**

The CRP contract states that Community Partners will comply with the provisions of Minn. Stat. § 181.59.

## **Data Practices**

Community rehabilitation programs must comply with all applicable state and federal laws, including the Minnesota Government [Data Practices Act, Minnesota Statutes, chapter 13](#). (Exhibit A, 9)

## **Individual Record Storage and Safety**

[Minnesota Rules 3325.0470 Subp. 2](#) requires applicant and eligible individual records be stored under lock with reasonable protection against fire, water damage, and other hazards.

**Exhibit A: Contract Terms, 27 Criminal Background Checks** requires annual Criminal Background Checks.

Community Partners are annually obligated to submit the results of all criminal background checks on all required individuals,

*or*

in the case of a sole proprietor and no other persons, sole proprietor is obligated to provide the necessary consent for, a background check arranged by SSB.

## **Minnesota Rules 3325.0110**

<https://www.revisor.mn.gov/rules/3325.0110/#rule.3325.0110.27.B>

### **Subp. 38 Low Vision Clinician**

"Low vision clinician" means an ophthalmologist or optometrist who provides low vision services.

### **Subp. 39 Low Vision Services**

"Low vision services" means services that help an eligible individual use or improve the use of residual vision in performing specific tasks involved in achieving and maintaining rehabilitation goals. These services consist of low vision

aids and the functional assessments, ophthalmologic or optometric examinations and training necessary for the provision and effective use of low vision aids.

**Subp. 40 Low Vision Specialist**

"Low vision specialist" means:

A. an SSB direct service staff person who has completed at least 80 hours of training in a low vision training program approved by the director

or

B. a person with experience in low vision rehabilitation who has completed at least 80 hours of training in a low vision training program approved by the director. The 80 hours of training referred to in this item and in item A must include instruction in:

(1) basic low vision concepts, including the anatomy of the eye, common low vision conditions, and functional and psychosocial implications of low vision

and

(2) low vision assessment and training including the use of a portable low vision kit and provision of visual training with and without optical aids.

**Minnesota Department of Employment and Economic Development**

**State Services for the Blind**

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