

SSB Vendor Manual

May 15, 2017

**State Services for the Blind
2200 University Ave West Suite 240
St. Paul, MN 55114
Telephone: 651-539-2300
Fax: 651-649-5927
Toll Free: 800-652-9000**

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WELCOME

We are pleased that you have completed the master contract process and have been accepted as a vendor and partner with State Services for the Blind. Your work serves as an extension of us and is critical in helping blind, visually impaired, and DeafBlind Minnesotans in meeting their goals for both vocational and personal independence. Together we can make a difference.

As you get started in your work with us, the following pages will outline some important information to help you with the technical aspects of this relationship and the work performed.

For questions regarding your contract with SSB please contact:

Jennifer Beilke
2200 University Ave. W Suite 240
St. Paul, MN 55114
P (651) 539-2273
Jennifer.Beilke@state.mn.us

ABBREVIATIONS

ACH	Automated Clearing House as known as Electronic Funds Transfer
ASU	Administrative Services Unit
AT	Assistive Technology
ATB	Adjustment To Blindness
DEED	Department of Employment and Economic Development
EFT	Electronic Funds Transfer
MMD	Materials Management Division
OCS	Occupational Communication Specialist
PBA	Performance Based Agreements
Pre-ETS	Pre-Employment Transition Services
RSA	Rehabilitation Services Administration
SSB	State Services for the Blind
SSU	Senior Services Unit
SWIFT	Statewide Integrated Financial Tools
VR Tech	Vocational Rehabilitation Technician
WDU	Workforce Development Unit

JOB RELATED SERVICES DEFINITIONS

On the Job Evaluation

Short-term work experience opportunities to help the individual consumer and team members evaluate the suitability of the work environment and the job tasks.

Situational Assessments

Preparation for specified work by performing that work in community-based settings under the instruction and supervision of qualified persons. Situational assessment is an individualized service which assists people in discovering their talents, skills, work habits, and areas of interest. It allows people with limited work experience the opportunity to try real jobs in the community and develop a skill-based resume that they can take to future job interviews. It assists people in making informed career choices. Each individual may be assessed in a variety of community employment sites to evaluate the level of interest, physical tolerance, work attitude, communication needs, organizational skills and the ability to prioritize and multi-task.

Work Adjustment Training

Training and support in natural community work setting or in-house to teach individuals valuable skills necessary to successfully enter the job market with confidence and experience. It allows people with limited work experience the opportunity to try real jobs in the community and develop a skill-based resume that they can take to future job interviews.

Job Seeking Skills

Training on an individual or group basis regarding the techniques for obtaining and maintaining employment. It assists eligible individuals in preparing resumes and job applications and in developing interviewing skills. Topics can include managing a job search, workplace realities, work attitude, problem solving, and job stress. Training also focuses on developing interpersonal relationship skills to positively address and interact with potential employers and co-workers.

Job Shadowing

Contractor contacts employers to develop opportunities for consumers to observe different jobs and asks employers questions about the skills, knowledge, and abilities needed to perform the tasks involved in the job.

Intake (Non PBA)

Once a referral is received, a meeting is scheduled to complete all admission requirements, gather information for determining outcomes, and establish reasonable timelines for meeting the individual's needs.

Work/Vocational Evaluations

Gather information that describes a consumer's work interests, assets, barriers to employment, work skills, work habits, and physical tolerances while performing a job to help in developing a rehabilitation plan.

Assessments

Testing and assessment selected from a battery of standardized assessment packages and work samples to assist in identifying good job matches. Customized assessments in a variety of areas.

On-the-job supports/job coaching; short term

Services provided to a consumer who has been placed in employment in order to stabilize the placement and enhance job stabilization. Such services include job support services (beyond the 10 hours as expected in the PBA) for consumers who do not have a supported employment goal.

On-the-job supports/job coaching-supported employment

On-going support services and other appropriate services needed to support and maintain a consumer with a most significant disability in supported employment for a period of time generally not to exceed 24 months. On-the-job support services with a supported employment goal are funded using Title VI, Part B and Title I funds.

On the Job Training

Cost may include hourly minimum wage for consumers for each hour they work, job coaching from an employment specialist as they learn the job, and visits from a job developer as needed who will observe the work and ultimately secure the job.

Bus Training

Provide bus training for participants who need assistance with learning a transit system.

Occupational Communication Specialist

Communication and job support services specifically for customers who use American Sign Language (ASL) or another foreign language and who may experience communication and related comprehension barriers on the job. An OCS must have skills in ASL or be proficient in an identified foreign language. An OCS differs from an interpreter; their role is to assist customers to understand and comprehend information and involves the OCS in the planning, development, oversight, and delivery of the customer's support services.

Performance Based Agreement (PBA)

PBA job search, job placement and job stabilization services are intended for consumers who are considered ready for employment through mutual agreement between the SSB counselor and the consumer. Payment for services is provided at milestones in the progress toward a successful employment outcome; payments are linked to the consumer's employment goals and the consumer and employer's satisfaction.

Placement Plan

The plan is developed in a face-to-face meeting involving the consumer, the contractor and the SSB Counselor. The plan identifies the job goal, defines the roles and responsibilities of each of the three parties, and creates a consensus about the desired outcome. The plan must be signed by all three parties and is in effect through job search, job placement and job stabilization as outlined within the PBA.

Job Search

Activities that support and assist a consumer in searching for an appropriate job. Activities performed by the contractor in job search assistance may include resume preparation, identifying job opportunities as outlined in the PBA Placement Plan, developing interview skills, and making contacts with employers on behalf of the consumer. Job search services include one or more of the following:

- Contacting employers to develop or identify job opportunities and assisting consumers to secure employment;
- Assessing the characteristics and tasks of the consumer job choice to determine the skills, knowledge, and abilities required in the job;
- Assisting the consumer to learn about job duties, personnel benefits, rates of pay, employment policies and practices, and job location;
- Helping to update a resume, reviewing completed applications to ensure they're correct, assisting with interview preparation or reviewing questions asked in previous interviews when the consumer was not sure how to answer, assisting with cover letters and thank you letters;
- Educating consumers and employers about disabilities and their vocational implications, American's with Disability Act (ADA), rehabilitation technology, job accommodations, services provided by State and WorkForce Center partners, incentives to employers, and current disability-related legislation;
- Providing routine on-site job analysis, consultation, and recommendations for work site and job modification;
- Assisting employers to identify, modify, or eliminate architectural, procedural, instructional, attitudinal, or communication barriers to the employment and advancement of persons with disabilities; and
- Maintaining communication and coordination concerning job openings, services to help consumers obtain and retain employment, and joint efforts to increase employment opportunities for people with disabilities.

Job Placement

Assistance is a referral to a specific job resulting in an interview, whether or not the individual obtained the job.

SSB staff authorize a few hours for job placement for the interview that a person gets plus needed travel time. Mileage that is authorized remains separate and can be used for either job search or job placement.

Job Stabilization services include job site training, which varies according to the needs of the consumer and the complexity of the job. Training can include assisting the consumer to perform new job tasks and to understand the job culture, industry practices and work behaviors expected by the employer. It might also include training the employer and coworkers to understand the training methods and accommodations needed by the consumer. Retention services include one or more of the following:

- Maintaining contact with the consumer and employer to promote job adjustment and ensure satisfaction of the consumer and the employer.

- Job supports including job site skills training, job coaching, assistance with work behaviors, development of natural supports, and assistance to the employer and coworkers to help the consumer to retain or advance in employment. Job supports may be time-limited to promote job stabilization for consumers who do not need ongoing supports; they may also include extended services for consumers with significant disabilities who require ongoing supported employment. With the consumer's consent, job support personnel will maintain communication with the employer and others who are likely to influence the probability of the successful outcome.

Competitive Integrated Employment

Means work in the competitive labor market that is performed on a full-time or part-time basis in an integrated setting (including self-employment); and for which an individual is compensated at or above the minimum wage, but not less than the customary wage and level of benefits paid by the employer for the same work performed by individuals who are not disabled.

Supported Employment

The term 'supported employment' means competitive integrated employment, including customized employment, or employment in an integrated work setting in which individuals are working on a short-term basis toward competitive integrated employment, that is individualized and customized consistent with the strengths, abilities, interests, and informed choice of the individuals involved, for individuals with the most significant disabilities—

- for whom competitive integrated employment has not historically occurred; or
- for whom competitive integrated employment has been interrupted or intermittent as a result of a significant disability; and
- who, because of the nature and severity of their disability, need intensive supported employment services and extended services after the transition in order to perform the work involved.

Customized Employment

Customized employment is a flexible process designed to personalize the employment relationship between a job candidate and an employer in a way that meets the needs of both. It is based on an individualized match between the strengths, conditions, and interests of a job candidate and the identified business needs of an employer. Customized Employment utilizes an individualized approach to employment planning and job development - one person at a time . . . one employer at a time.

Customized employment will often take the form of:

Task reassignment: Some of the job tasks of incumbent workers are reassigned to a new employee. This reassignment allows the incumbent worker to focus on the critical functions of his/her job (i.e., primary job responsibilities) and complete more of the central work of the job. Task reassignment typically takes the form of job creation, whereby a new job description is negotiated based on current, unmet workplace needs.

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Job carving: An existing job description is modified — containing one or more, but not all, of the tasks from the original job description.

Job sharing: Two or more people share the tasks and responsibilities of a job based on each other's strengths.

Pre-Employment Transition Services

Services provided to students with a disability between the ages of 14 and 21 in accordance with Section 113 of the Workforce and Innovation Opportunities Act (WIOA).

PERFORMANCE BASED AGREEMENTS

FREQUENTLY ASKED QUESTIONS AND ANSWERS

1Q. Can contractors be paid for interviewing potential consumers?

A. No. Because contractors and consumers must agree that there is a “good fit” between them, a contractor may wish to review referral information or interview a potential consumer. These activities are considered “intake” and are included in the PBA fee. The contractor is not committed to working with a consumer until the plan is signed by all parties.

2 Q. When can an existing PBA end and a new PBA start so the contractor can receive another initial milestone payment?

A. If the signed plan is amended significantly (e.g., the employment goal or services change substantially, or there is a significant time when the consumer is unavailable for services) a new PBA may be considered.

3 Q. Can contractors be paid a fee for job seeking skills training?

A. No. These services may be required and provided within the work performed in the PBA. A contractor may offer a separate course and it would be listed in their Exhibit B and available for consumers not covered by the PBA agreement.

4 Q. What happens if the consumer’s case is closed and an event occurs that places the consumer’s job in jeopardy?

A. SSB counselors determine whether the use of limited post-employment services will resolve the issue, or if the consumer’s case needs to be re-opened and more comprehensive services provided.

5 Q. Is there a limit to the number of hours of on-the-job supports/job coaching that are included in the PBA?

A. Yes. The contractor will provide up to 10 hours of on the job supports (e.g. job coaching) under the PBA. Additional on-the-job supports that are required for the consumer to retain employment and is approved by the SSB counselor will be paid as outlined on Exhibit B.

6 Q. Is there an additional payment for a job try-out under a PBA?

A. No. A job try-out may be a service that a contractor provides as part of their work under the PBA. If the consumer has obtained employment following the job trial, then milestone #2 will be paid to the contractor

7 Q. Can the state pay for on-the-job training to assist the consumer with obtaining employment?

A. Yes. The contractor must contact the SSB counselor before making a commitment to the employer for these services. Prior agreement and authorization with the employer must be completed by SSB counselor before the training or try-out can start.

Additionally, the state can provide financial assistance to employers for additional training that the consumer may require beyond what other new employees typically receive.

8 Q. Can a contractor receive milestone payments as defined in the PBA if the consumer gets hired while in a work evaluation, work experience, or other services not specific to the PBA milestones?

8 A. Yes. Provided a Placement PBA was initiated prior to the start of the work evaluation, work experience, or other service. PBA rates include contractor's time and expense for the costs associated with developing a job with an employer.

9 Q. Can a contractor hire the consumer as their own employee and receive the PBA milestone payments?

A. No. When a contractor becomes the employer, there is an implicit and explicit conflict of interest between the contractor role and the role as an employer. The PBA service is intended to pay for the contractors' efforts in seeking and securing employment with another employer.

If the contractor intends to become the employer, they must end the PBA.

10 Q. Can a contractor get paid the job hire milestone for a temporary job or when a consumer gets his/her own job that doesn't match what is listed on the Placement Plan job goal?

A Yes. Retention services should not be provided until the SSB counselor and consumer agree to amend the consumer's Individualized Employment Plan (IPE). The PBA may be ended, or the placement may continue until a permanent or more suitable job is found. If the job is determined to be suitable by the consumer and the SSB counselor, retention services under the PBA could be initiated and the retention milestone paid.

11 Q. What if multiple contractors are involved in providing job placement and job stabilization services to a consumer?

A. The State pays the milestone amounts to one primary contractor with whom the PBA is signed. The contractor can sub-contract with another qualified contractor for service provision and payment. Any such agreements are between the contractor and their sub-contractors and are not an additional cost covered by the State in the PBA.

12 Q. Can the state make payment to the contractor when the contractor is also billing Medical Assistance Home and Community Based Waivers (TBI, CADI, MR/RC) for supported employment?

A. No.

INVOICING

SSB will authorize for instructional and travel time in hour increments. Vendors should bill for this time in quarter hour increments.

Billable Time

- Actual training and instruction with the consumer
- Meetings in person or by phone with SSB staff or consumer
 - Emails and phone calls to consumers and counselors that are longer in nature (quarter hour or longer) or scheduled in advance and would be considered to equate to a meeting are billable.
- Time spent writing reports (report writing time)
- Cancellation of scheduled consumer appointments with less than 24 hours' notice

Non-Billable Time

- Time spent preparing lesson plans.
(Exceptions will be allowed only to meet the needs of the consumer and with prior consent of the direct service staff)
- Time spent setting up appointments with consumer or VR counselor.
- Time for more than one staff from vendor attending meetings or working with consumers. **(Exceptions will be allowed only to meet the needs of the consumer and with prior consent of the direct service staff)**
- Accepting emails and phone calls from consumers or SSB staff.
 - Emails and phone calls to consumers and counselors that are short in nature (less than a quarter hour) or are for the purposes of scheduling meetings and requesting additional hours are not billable and are considered a cost of doing business.
- Delivering either in person or electronically reports and invoices.
- Training time occurring while driving consumers. Vendors will be paid for the travel time only.
- Transporting more than one consumer and charging full mileage and/or travel time for both. The mileage and/or travel time must be split between the numbers of consumers on the invoice.
- Services provided by vendor that were not requested on the authorization.
- Billing outside the dates of the authorization.
- Billing before a service has begun.
- Billing above the authorized quantity or dollar amount.
- Cancellation of scheduled consumer appointments with 24 or more hours' notice.

Requirements for Invoices

While SSB does not prescribe the type of invoice a vendor chooses to use, the following data elements **DO** need to be included in each invoice.

- Contractor name
- Contractor address
- Contractor contact information (e.g. telephone #, FAX #, email etc.)
- Remit to address
- Date of invoice
- Unique invoice number
- Bill To information (include counselor name)
- WORK authorization number
- Consumer initials (NOT full name) and/or consumer record number
- Actual dates of service (if hourly list each day separately)
- Type of service being provided (O&M, Braille, JAWS etc.)
- Unit of measure (hour, week, miles)
- Unit price
- Subtotal of each services
- Total amount
- Dates of service

Invoice Submission Requirements

- Vendors are expected to engage in ethical billing practices.
- Invoices must match the proper WORK authorization.
- Services must be within dates listed on WORK authorization.
- Descriptive information of services provided needs to be in the report, not on the invoice.
- For Performance Based Agreements (PBA) include the date of intake or job hire.
- For mileage invoices include to and from destinations.
- Total of all invoices billed on a WORK authorization cannot exceed total amount of that WORK authorization.
- Receipts for lodging, parking, etc. need to be attached to the invoice per current “Commissioner’s Plan” in accordance with Minnesota Management and Budget (MMB). Travel expenses require pre-approval and authorization by counselor.
- Invoices and provider logs are submitted on a monthly basis and not more frequently.
- Reports, if required, are due within 10 business days of end of month and/or program completion. Invoices cannot be paid until reports are received. Reports should be on a separate document from invoices and submitted together in an accessible format.
- Include the initials or consumer number on each separate page. Pages can be inadvertently separated.
- Invoices not submitted within 90 days from the end date of the authorization will result in non-payment of that service.
- Invoices are requested to be sent electronically to the Direct Service Staff in an accessible format.

- Vendors can expect payment within 30 days of the date SSB receives a complete and accurate invoice. Please do not contact SSB staff to track payments before 30 days.
- You may be contacted by SSB staff if an invoice needs correction.
- All invoices paid to you on one single day will be paid on one payment. By accessing your vendor number through the SWIFT Vendor Portal you can get the detail of all payments made.

Mileage

- When a contractor does not report to the permanent work location during the day, the allowable mileage is: (1) the lesser of the mileage from the contractor's residence to the first stop or from his/her permanent work location to the first stop, (2) all mileage between points visited during the day for DEED/SSB business ONLY, and (3) the lesser of the mileage from the last stop to the contractor's residence or from the last stop to his/her permanent work location.
- Mileage should be billed for the most direct and efficient route as provided by MapQuest.
- Mileage is set at the current Standard IRS Mileage Rate. The rate is subject to change with notification from the Administrative and Fiscal Services Unit.
- It is acknowledged that at times mileage may be more than anticipated due to events out of our control such as road construction, road closures, weather delays, etc. Communication with the VR tech or counselor is essential before giving the extra service if more miles are needed. When events such as these occur, document the discrepancy on the mileage log and in the report. SSB staff may contact the vendor for follow up information.
- Mileage invoices should include to and from destinations.

Travel Expenses

- Travel expenses require pre-approval and authorization by counselor.
- The contractor is responsible for anticipating and estimating travel expenses.
- It is the responsibility of the contractor to keep track of WORK Authorizations for travel hours and expenses. The contractor must contact the SSB Direct Service Staff to request additional travel time and/or travel expenses if needed.
- Travel expenses that go beyond that permanent work location will be at the expense of the contractor.
- Receipts must be provided for travel expenses whenever possible.

Multiple Consumers

- Regardless of funding source, the vendor cannot bill travel time or mileage from their home base to the training site for more than one consumer when training 2 or more consumers who live in the same location or in close proximity, mileage and travel time must be billed equitably among the WORK authorizations.
- The total billing for travel time or mileage of multiple consumers served in the same trip regardless of proximity or funding source may not exceed the total actual travel time and mileage for the whole trip.

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The Commissioner's Plan can be found at: <https://mn.gov/mmb/employee-relations/labor-relations/labor/commissioners-plan.jsp>

***Sample Invoices available in Appendix 1-4**

REPORTS

Reports for Non-Job Related services must include:

- Attendance and punctuality (number of classes: scheduled; attended; and times tardy)
- Progress made towards goals in accordance with the referral– written in measurable/objective terms
- Additional pertinent information including: consumer progress in the development of self-confidence, the performance of activities of daily living, and the use of rehabilitation technology
- Plan for next month of service, if applicable

Reports for Job Related services must include:

- Date, Consumer's name
- The name of the business contacted
- The person contacted and their title
- The method of contact (phone, email, in person, by letter)
- Reason for the contact
- Results of the contact and next steps
- Outcome (e.g. interview offered, internship, OJT, etc.)

You are encouraged to also include:

- The location where the training occurred
- Homework assigned to the consumer or activities to practice outside of the training session
- Recommendations to the counselor –ex. No further training needed at this time

Additional Information

- Consumer's names can be used in reports.
- Include the consumer's name or number on each separate page. Pages can be inadvertently separated.
- A written report is not required if the only scheduled training for the month does not occur due to the consumer cancelling with or without notice. In this case, an email should be sent to the counselor instead of a written report.
- Reports are due within 10 business days after month's end or program completion.
- Reports should be on a separate document from invoices and submitted together.
- Reports are requested to be sent electronically to the Direct Service Staff in an accessible format.
- Invoices cannot be paid until reports are received.

APPEALS PROCESS

When a dispute regarding contracted services arises, the contractor is advised to try to reach resolution with the SSB direct service staff.

If a dispute cannot be resolved with the SSB direct service staff, the contractor may request a review of the decision to be conducted by a supervisory staff not involved in the original determination. The request must be in writing and sent to the Deputy Director of Operations as follows:

**Deputy Director, Operations
Minnesota State Services for the Blind
2200 University Avenue, West. Suite 240
St. Paul, MN 55114**

The final decision regarding the informal review must be made by the reviewing supervisory staff either within 10 calendar days following the request for an informal review, unless the parties agree to a specific extension of time. The supervisory staff conducting the informal review must notify the contractor in writing by mail of the informal review decision. The informal review decision must contain a summary of the nature and basis of the decision.

Contractors have the option of appealing disputed SSB decisions to the Materials Management Division of the Department of Administration.

DATA PRACTICES INFORMATION

SSB is committed to working with all our vendors to ensure consumer data is appropriately communicated and protected. The following information is meant to assist with carrying out responsibilities concerning data practices within the Master Contract and the Minnesota Data Practices Act.

Releases of Information

Vendors under a Master Contract with SSB are not required to have a release of information to speak to SSB staff about a consumer. Vendors must have a signed release of information to speak to other entities and individuals about a consumer.

SSB Data Practices Training PowerPoint

A PowerPoint presentation on Data Practices in Minnesota by the Information Policy Analysis Division (IPAD) can be found under the Data Practices tab at <https://mn.gov/deed/job-seekers/blind-visual-impaired/vendor/>

Data Security Information

SSB staff and contractors are responsible for safeguarding the data that they collect or use in the course of their work. This includes understanding the importance of data maintained, knowing how data is classified, and taking all necessary steps to safeguard the data.

This means:

- Informing consumers of their rights when collecting data.
- Striving for a high degree of accuracy in collection and maintenance of data.
- Exhibiting safe data handling and system security practices.
- Responding promptly and appropriately to requests for data.
- Involving higher authority as defined by statutes, rules, regulations, and policies.

Statutory Information

General

All rehabilitation services data that SSB collects is considered private data unless otherwise classified by statute or federal law. Employment and training data are private data on individuals.

Harmful Data

Medical or psychological data that could be harmful to the individual should not be released directly to the individual. The data must be provided through the individual's legal representative, a physician, or a psychological practitioner.

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Data Practices Resources

Maintaining the security of consumer data is a complex, ever-changing endeavor. No one is expected to have all the answers; here are some resources to help you:

- Minnesota Statute § 13 the Minnesota Government Data Practices Act can found in entirety at www.revisor.leg.state.mn.us/statutes/
- The Information Policy Analysis Division (IPAD) Minnesota Department of Administration provides assistance and advice on Minnesota's public access and privacy laws to the public and government. Under the Access to Information tab are several helpful links including information for contracts between government and the private sector.
<http://www.ipad.state.mn.us/index.html>

CRIMINAL BACKGROUND CHECKS

Verifying contract application information and conducting proper reference checks, including criminal background checks, enhances the quality of the contracting process, provides consistency, and ensures consumer safety.

It is the policy of SSB to require criminal background checks for contractors providing adjustment to blindness and related rehabilitation services for SSB consumers. This requirement is included in the master contract.

Contractors that have employees or subcontractors are responsible at their own expense, to perform the criminal background checks. SSB will review a contractor's records of conducted criminal background checks during monitoring visits.

Contractors with no employees will have criminal background checks conducted at SSB's expense. The Deputy Director of Operations will evaluate the results of the criminal background check using Minnesota Statute 364.03 as a framework.

SSB may also conduct criminal background checks on contractors during the five year term of the contract. Contractors shall immediately notify SSB of any change in criminal background status.

**Contact: Deputy Director, Operations, Brianna Holeman, (651) 539-2292,
Brianna.Holeman@state.mn.us**

VENDOR MONITORING

As part of the contract with SSB, vendors agree to permit monitoring of all contractual functions. Monitoring reviews may include:

- observation of evaluation/training sessions;
- product delivery;
- service performance;
- consumer records and interviews;
- on-site inspections;
- provider qualifications;
- compliance with state and federal regulations
- all financial records, documentation, management control systems, and curriculum relating to the provision of products or services; and
- all documents, records, or other information relating to the health, safety, or welfare of SSB consumers.

SSB will do comprehensive monitoring of the products and services that are purchased for SSB consumers. The comprehensive monitoring process includes both programmatic and financial reviews, and may occur periodically or as needed. Contractors providing adjustment to blindness training services will be monitored at least every three years. SSB staff may conduct unscheduled monitoring visits when deemed appropriate by SSB.

More information on the vendor monitoring process can be found on the SSB website under the Documents tab at <http://mn.gov/deed/job-seekers/blind-visual-impaired/vendor/index.jsp>

TRAINING

Rehabilitation Teachers, Orientation and Mobility Instructors and Braille Teachers with licensure or professional certifications are encouraged to provide documentation of renewals to SSB.

Technology vendors will be required to take updated tests or tests that were not previously available at the time a service was added to their contract. Specific assistive technology products such as JAWS and ZoomText will require an update after every other major release. An updated test will be required after each major release of a core product (Windows, Office, etc.).

Technology vendors will have six months from the time of notification to complete the testing.

All contractor staff doing job placement with consumers of SSB will be required to attend a training session in placement related issues specific to employment of people who are blind,

visually impaired, or DeafBlind. New contractor staff doing job placement with consumers of SSB must attend a training session within six months of their start date.

Occasionally, SSB offers additional optional trainings that may be led by SSB or other entities. When opportunities arise, contractors will be notified by email. You may be required to attend mandatory training that is necessary for all contractors.

MAKING RECOMMENDATIONS

SSB values the knowledge and experience of its vendors. When providing recommendations to SSB consumers for equipment or services, please do not give the consumer the expectation that SSB will purchase all/any of your recommendations. The decision to purchase recommended equipment or services will be made by the consumer and the SSB counselor. SSB uses approved supplier contracts for purchasing most equipment or services. When making a recommendation please take into consideration that a specific product may not be on contract. Therefore, the scope and use of the equipment or service is as important as a brand name.

PUBLIC IMAGE

As a partner to us, you are an extension of SSB. Please make sure you promote a positive public image and are dressed for the work you will perform.

RESPECTFUL WORKPLACE

The State of Minnesota is committed to providing a positive environment in which all staff, members of the public and others doing business with the state are treated with professionalism and respect. The HR/LR Policy #1432 Respectful Workplace applies to non-employees including contractors. The policy can be found at [1432-respectful-workplace-policy_tcm1059-233717.pdf](https://www.tcm1059-233717.pdf).

VENDOR FORUMS

Our goal is to ensure good communication between SSB and our vendors in order to provide the best service to Minnesotans who are blind or visually impaired. Vendor forums are designed to provide an opportunity for SSB and vendors to get together to discuss contract issues, vendor monitoring findings, provide training on topics and give vendors a chance to offer feedback on SSB.

Announcements of upcoming forums will be placed on the SSB website and sent by email to all vendors. The vendor forums are digitally recorded and available on the SSB website or by request. Check the "Documents" tab under the "Information for our Vendors" link for helpful notes, resources, and handouts from previous vendor forums.

VENDOR INFORMATION ON THE WEB

This manual and additional information for vendors can be found under the Documents tab on the SSB website at <http://mn.gov/deed/job-seekers/blind-visual-impaired/> under the link "Information for our Vendors".

SWIFT VENDOR PORTAL

Vendors can use the vendor portal through the State Wide Integrated Financial Tools (SWIFT) system to update their information and track payments. This can be found at: https://supplier.swift.state.mn.us/psp/fmssupap/SUPPLIER/ERP/h/?tab=SUP_GUEST Please note if you are using assistive technology you need to check a box under your profile.

Vendor Training Guides

The SWIFT Supplier Portal provides access to training with step by step instruction and screen shots.

If you use a screen reader it is recommended that you access the online screen reading compatible training course which offers the information in a text version.

Be sure to activate the accessibility mode in SWIFT.

https://supplier.swift.state.mn.us/psp/fmssupap/SUPPLIER/ERP/h/?tab=SUP_GUEST

Training Covers:

- Registration Vendor Information
 - Registration/Vendor Information
 - Resetting Passwords

5/15/17

- Viewing Invoices and Payments
 - Viewing Invoices
 - Viewing Payments
 - Viewing Account Balances
- Updating Vendor Information
 - Updating Vendor Address
 - Updating Vendor Contact Information
 - Updating Categories
 - Creating a New User
- Viewing PO's
 - Viewing Purchase Orders
 - Viewing Order Summary
 - Viewing Receipts

Forms

SWIFT Forms – Bank Change Form, Electronic Funds Transfer Form, W-9 Form and Vendor Name Change Request Form. <https://mn.gov/mmb/accounting/swift/vendor-resources/vendor-forms/>

SWIFT Contacts

EFT Helpline for questions on electronic funds transfer and vendor payments
efthelpline.mmb@state.mn.us or call 651-201-8106.

For Questions regarding **1099** or **W9** issues only call MN Management and Budget at 651-201-8201.

Sample Invoice for ATB Training and Travel Time



INVOICE

REMIT TO:

JOHN DOE
DBA: DOE RA ME
123 SONG LANE
LYRIC, MN 54123-4321
T 612-987-6543
F 612-987-6513
myemail@address.com

INVOICE DATE: 4/02/17

INVOICE #ABC-98765

Bill to:

State Services for the Blind
2200 University Ave.W #240
St. Paul, MN 55118
Attention: Counselor Jane Smith

AUTHORIZATION: 5413101234 /3000012345
RECORD #101101010 (Customers Initials)

DATES	SERVICE	HOURS	UNIT PRICE	TOTAL
3/18/17	JAWS training	2	\$75.00	\$150.00
3/18/17	Report Writing	.25	\$75.00	\$18.75
3/18/17	Travel Time	1.75	\$25.00	<u>\$43.75</u>
GRAND TOTAL DUE				<u>\$212.50</u>

5/15/17

Appendix 2 Sample Invoice for Mileage



INVOICE

REMIT TO:

JOHN DOE
DBA: DOE RA ME
123 SONG LANE
LYRIC, MN 54123-4321
T 612-987-6543
F 612-987-6513
Myemail@address.com

INVOICE DATE: 4/02/17

INVOICE #ABC-98766

Bill to:

State Services for the Blind
2200 University Ave.W #240
St. Paul, MN 55118
Attention: Counselor Jane Smith

AUTHORIZATION: 5413102345 /3000023456

RECORD #101101010 (Customers Initials)

DATES	SERVICE	FROM	TO	MILES	RATE	COST
3/18/17	JAWS trng	St. Paul	St. Cloud	44	\$0.535	\$23.76
		St. Cloud	St. Paul	44	\$0.535	<u>\$23.76</u>
GRAND TOTAL DUE						<u>\$47.52</u>

Sample Invoice for Comprehensive ATB Training



INVOICE

REMIT TO:
 JOHN DOE
 DBA: DOE RA ME
 123 SONG LANE
 LYRIC, MN 54123-4321
 T 612-987-6543
 F 612-987-6513
 Myemail@address.com

INVOICE DATE: 6/05/17

INVOICE #ABC-98767

Bill to:
 State Services for the Blind
 2200 University Ave.W #240
 St. Paul, MN 55118
 Attention: Counselor Jane Smith

AUTHORIZATION: 5413103456 /3000034567
RECORD #101112345 (Customers Initials)

DATES OF SERVICE	SERVICE	U OF M	UNIT PRICE	COST
4/27/17-5/1/17	ATB FT	1 Week	\$1,000.00	\$1,000.00
5/4/17-5/8/17	ATB FT	1 Week	\$1,000.00	\$1,000.00
5/11/17-5/15/17	ATB FT	1 Week	\$1,000.00	\$1,000.00
5/18/17-5/22/17	ATB FT	1 Week	\$1,000.00	<u>\$1,000.00</u>
GRAND TOTAL DUE				<u>\$4,000.00</u>

5/15/17

Appendix 4
Sample Invoice for Placement and Travel Time

Remit To:
JOHN DOE
DBA: DOE RA ME
123 SONG LANE
LYRIC, MN 54123-4321
PH: 612-987-6543
FAX: 612-987-6513
myemail@address.com
SWIFT VENDOR #: 0000806211001

DATE: 9/4/17

INVOICE #: 12345

Authorization #: 5414301234/3000012345

Record #: 101313438 (Customers Initials)

<u>DATE</u>	<u>DESCRIPTION</u>	<u>HOURS</u>	<u>RATE</u>	<u>AMOUNT</u>
8/3/17	Job Search Services	.5	\$70.00	\$ 35.00
8/5/17	Job Search Services	1.0	\$70.00	\$ 70.00
8/10/17	Job Search Services	1.5	\$70.00	\$105.00
8/20/17	Job Search Services	1.0	\$70.00	\$ 70.00
8/31/17	Report Writing	<u>.25</u>	\$70.00	<u>\$ 17.50</u>
Job Search Totals		4.25		<u>\$297.50</u>
8/5/17	Travel Time – Rochester To Owatonna & Return	1.5	\$25.00	\$ 37.50
8/20/17	Travel Time – Rochester To Owatonna & Return	<u>1.5</u>	\$25.00	\$ 37.50
Travel Time Totals		3.0		<u>\$ 75.00</u>
GRAND TOTAL				<u>\$372.50</u>