



OHIO REHABILITATION SERVICES COMMISSION REQUEST FOR PROPOSAL PATHWAYS - COOPERATIVE AGREEMENTS

Questions surrounding the Request for Proposal packet or Pathways Program or any contents contained herein should be directed to the Pathways Program Coordinator, Renee Kimbell.

The Ohio Rehabilitation Services Commission (RSC) is pleased to announce it is accepting applications for the Pathways Cooperative Agreements Program with emphasis on serving Ohio citizens with Developmental Disabilities.

RSC seeks proposals that supplement Ohio's ability to match and utilize federal dollars allocated to the state for vocational rehabilitation (VR) services as defined in the Rehabilitation Act of 1973. This project will build upon the success of the current and original Pathways program by targeting a specific group within the VR general population for projects and improving quality control by the management of programs at the local level and implementation of state-wide quality measures.

Rationale for Pathways Program

In 1993 Ohio faced a dilemma in terms of serving individuals with disabilities who were interested in obtaining or retaining employment. The state was not in a position to provide funds to match the federal dollars available. Thus, RSC received permission from the state and federal governments to develop agreements with local government entities in order to maximize the dollars available to provide vocational rehabilitation services to citizens with disabilities.

These Pathways Projects were models which replicated the vocational rehabilitation service delivery system and targeted specific populations of people with disabilities. The intent was to partner traditional vocational rehabilitation systems with those of the other service providers, thereby leading to increased outcomes and new techniques for serving people with disabilities. This approach reduced an impending waiting list for eligible consumers. The Pathways model remains an excellent example of the success of collaborative initiatives.

In 2008, RSC again launched the Pathways Program engaging in new partnerships that have allowed RSC to increase its capacity to provide vocational rehabilitation services to Ohioans, much like the original Pathways model.

Pathways Two has served transitional age as well as outreach activities to veterans with disabilities as well as to consumers with Mental Health related disabilities.

Moving forward in 2010, RSC, through this Request for Proposals process, expects to establish 2-3 new cooperative agreements with other interested agencies as an expansion of Pathways.

Emphasis for this RFP is placed upon increasing the number of Ohio citizens with Developmental Disabilities securing and sustaining gainful employment.

Expansion proposals/projects must be partnerships between RSC and state/local government entities. The partner will provide a minimum of \$200,000 for a local cash match which can NOT contain federal dollars nor can the dollars be used as match for any other program. RSC will use this local cash match to access federal dollars at the 78.7 percent match ratio. For example, a project which contributes \$200,000 local match will draw down a federal match of \$738,967, bringing the project total award to \$938,967. RSC retains 13% of all total awards to cover the cost of administering the programs.

Pending the availability of funds and contingent upon performance, Pathways programs will be renewable annually up to the duration of the Pathways Program. The Pathways fiscal year expands from October 1, 2009 to September 30, 2010.

The application deadline for proposals is September 14th, 2009 at 5:00 p.m. You must submit the original, an electronic copy, and two hard copies of your application, on or before the application deadline date (see Application and Submission Information). Final review and award announcements will take place after September 15, 2009. Upon awarding contracts, RSC will need the local match to be turned in no later than September 21, 2009, allowing RSC the opportunity to secure federal match dollars.

Supplemental materials, helpful to bidders are provided in this bid proposal and include the following: The Rehabilitation Act Section 103 "List of Services"; and the RSC Performance Standards. (Performance Outcomes and state results are available on-line at www.ed.gov/rschstat/eval/rehab/standards.html). Additional Supplemental materials include the RSC Information Technology Policy; a tentative list of RSC Training Requirements for Awardees; and a map of the three new VR service areas.

Application and Submission Information

This application package or additional application packages may be obtained via the Internet, fax or mail.

- To obtain a copy via the Internet, use the following address: www.rsc.state.oh.us; under "What's New" you will find "Pathways II – 2010" information.

Deadline to submit all application materials is September 14, 2009 at 5:00 p.m.

Eligible Applicants

These agreements must be partnerships between RSC and state/local government entities or state/local education agencies skilled in providing vocational rehabilitation services to individuals with Developmental Disabilities. Applicants must demonstrate in their project proposal that they are appropriately accredited in accordance with federal and state regulations to provide the proposed vocational rehabilitation services. In particular, it must be demonstrated how the entity meets the requirements of Ohio Administrative Code 3304-1-12 *Community rehabilitation program standards* and/or 3304-2-53 *Qualifications for service providers and vendors*.

Pathways Priority Area

RSC does not seek any non-traditional projects under this RFP as RSC is still assessing last year's non-traditional projects for results and impact on those projects scopes.

Proposals which seek to expand the capacity of vocational rehabilitation (VR) services to citizens with Developmental Disabilities. The services would include replication of the VR model, including transitional services and should increase employment outcomes as a result of new service delivery patterns or re-designed systems of vocational service delivery.

ASSURANCES PAGE

Certification for Authorized Organizational Representative

By signing this assurances page and submitting this proposal, the Authorized Representative: *(1) certifies that statements made herein are true and complete to the best of his/her knowledge; and (2) agrees to perform all actions and support all intentions in the assurances section.*

CONFLICTS OF INTEREST AND ETHICS COMPLIANCE

No personnel of Grantee or member of the governing body of any locality or other public official or employee of any such locality in which, or relating to which, the work under this Agreement is being carried out, and who exercise any functions or responsibilities in connection with the review or approval of this Agreement or carrying out of any such work, shall, prior to the completion of said work, voluntarily acquire any personal interest, direct or indirect, which is incompatible or in conflict with the discharge and fulfillment of his or her functions and responsibilities with respect to the carrying out of said work.

Any such person who acquires an incompatible or conflicting personal interest, on or after the effective date of this Agreement, or who involuntarily acquires any such incompatible or conflicting personal interest, shall immediately disclose his or her interest to RSC in writing. Thereafter, he or she shall not participate in any action affecting the work under this Agreement, unless RSC shall determine in its sole discretion that, in the light of the personal interest disclosed, his or her participation in any such action would not be contrary to the public interest.

In accordance with Executive Order 2007-01S, Grantee, by signature on this document, certifies: (1) it has reviewed and understands Executive Order 2007-01S, (2) has reviewed and understands the Ohio ethics and conflict of interest laws, and (3) will take no action inconsistent with those laws and this order. Grantee understands that failure to comply with Executive Order No. 2007-01S is, in itself, grounds for termination of this contract and may result in the loss of other contracts with the State of Ohio. Executive Order No. 2007-01S may be found by accessing the following website: www.governor.ohio.gov

NONDISCRIMINATION OF EMPLOYMENT

Pursuant to O.R.C. Section 125.111, Grantee agrees that Grantee, any subgrantee, and any person acting on behalf of Grantee or a subgrantee, shall not discriminate, by reason of race, color, religion, sex, age, disability, national origin, ancestry, veteran status, sexual orientation or gender identity discriminate against any citizen of this state in the employment of any person qualified and available to perform the work under this Agreement.

Grantee further agrees that Grantee, any subgrantee, and any person acting on behalf of Grantee or a subgrantee shall not, in any manner, discriminate against, intimidate, or retaliate against any employee hired for the performance of work under this Agreement on account of race, color, religion, sex, age, disability, national origin, ancestry, veteran status, sexual orientation or gender identity.

Grantee represents that it has a written affirmative action program for the employment and effective utilization of economically disadvantaged persons and shall file a description of the affirmative action program and a progress report on its implementation with the equal employment opportunity office of the Department of Administrative Services.

Grantee or subgrantee agree to purchase goods and services from certified MBE and EDGE vendors whenever feasible.

COMPLIANCE WITH LAWS

Grantee, in the execution of duties and obligations under this Agreement, agrees to comply with all applicable federal, state and local laws, rules, regulations and ordinances.

DRUG FREE WORKPLACE

Grantee agrees to comply with all applicable federal, state and local laws regarding smoke-free and drug-free work places and shall make a good faith effort to ensure that none of its employees or permitted subgrantees purchase, transfer, use, or possess illegal drugs or alcohol, or abuse prescription drugs in any way when they are engaged in the work being performed hereunder.

CAMPAIGN CONTRIBUTIONS

Grantee hereby certifies that all applicable parties listed in Division (I)(3) or (J)(3) of O.R.C. Section 3517.13 are in full compliance with Divisions (I)(1) and (J)(1) of O.R.C. Section 3517.13.

FINDINGS FOR RECOVERY

Grantee warrants that it is not subject to an “unresolved” finding for recovery under O.R.C. Section 9.24. If this warranty is found to be false, this Agreement is void *ab initio* and Grantee shall immediately repay to RSC any funds paid under this Agreement.

DEBARMENT

Grantee represents and warrants that it is not debarred from consideration for contract awards by the director of the Department of Administrative Services, pursuant to either O.R.C. Section 153.02 or O.R.C. Section 125.25 or the United States Department of Education, pursuant to 34 C.F.R. Part 85. If this representation and warranty is found to be false, this Agreement is void *ab initio* and Grantee shall immediately repay to RSC any funds paid under this Agreement.

DECLARATION REGARDING MATERIAL ASSISTANCE OR NONASSISTANCE TO A TERRORIST ORGANIZATION

Grantee hereby represents and warrants to RSC that it has not provided any material assistance, as that term is defined in O.R.C. Section 2909.33(C), to any organization identified by and included on the United States Department of State Terrorist Exclusion List and that it has truthfully answered “no” to every question on the “Declaration Regarding Material Assistance/Non-assistance to a Terrorist Organization.” Grantee further represents and warrants that it has provided or will provide such to RSC and/or the Ohio Business Gateway <http://business.ohio.gov> prior to execution of this Agreement. If these representations and warranties are found to

be false, this Agreement is void *ab initio* and Grantee shall immediately repay to the RSC any funds paid under this Agreement.

SWEATSHOP FREE REQUIREMENTS

Grantee certifies that all facilities used for the production of any supplies or performance of services offered are in compliance with applicable domestic labor, employment, health and safety, environmental and building laws and are sweatshop free. This certification applies to any and all suppliers and/or subgrantees used by the Grantee in furnishing the supplies or services. If DAS receives a complaint alleging non-compliance with sweatshop free requirements, DAS may enlist the services of an independent monitor to investigate allegations of such non-compliance on the part of the Grantee, any sub-Grantees or suppliers used by the Grantee in performance of the Contract. If allegations are proven to be accurate, the Grantee will be advised by DAS of the next course of action to resolve the complaint and the Grantee will be responsible for any costs associated with the investigation. Items that will be considered in an investigation include, but are not limited to standards for wages, occupational safety and work hours.

ANTITRUST ASSIGNMENT

Grantee assigns to RSC all state and federal antitrust claims and causes of action that relate to all goods and services provided for in this Agreement.

RECORD KEEPING

During performance of this agreement and for a period of three years after its completion, Grantee shall maintain auditable records of all charges pertaining to this Agreement and shall make such records available to RSC as RSC may reasonably require.

| | | | |
|--|--------------------------------|-------------------|-------------|
| ORGANIZATION NAME | | | |
| PRINTED NAME/TITLE OF AUTHORIZED REPRESENTATIVE | | SIGNATURE | DATE |
| | | | |
| TELEPHONE NUMBER | ELECTRONIC MAIL ADDRESS | FAX NUMBER | |
| | | | |

INFORMATION TECHNOLOGY (IT) COMPUTING SERVICES

CERTIFICATION OF AGREEMENT

All contract funds allocated to technology are used to provide RSC technology services to Grantee in support of this Agreement. Technology services includes core case management and other software systems, laptops provided for use of Grantee staff to access RSC systems, and support services by RSC IT staff to maintain and troubleshoot RSC IT systems and equipment. All computer equipment provided by RSC to the Grantee under this agreement remains the property of RSC. RSC retains responsibility for upgrades, maintenance, support and repair of all RSC-provided equipment, and this equipment must be returned to RSC at the end of the contract, upon request for maintenance and repair, whenever Grantee staff using the equipment changes, and at any other time upon demand.

- Grantee staff will be required to attend RSC-provided training on RSC IT policies and sign the RSC IT security agreement for Grantees before RSC equipment is issued and access to systems are provided.
- For each Grantee staff who signs a security agreement, the Grantee staff will be issued one RSC reallocated laptop with required RSC software and one printer.
- The Grantee is responsible for all telephone services, whether landline or mobile.
- The Grantee is responsible for obtaining and the support of broadband-level internet connectivity, which could include cable modem, DSL, T1 or other high speed internet connection.
- The minimum throughput recommendation is 512 kbs per simultaneous user.
- When RSC hardware or software requires support or an upgrade which can't be provided remotely, Grantees will be required to bring hardware to an RSC office.
- If accommodation software or hardware is needed, the installation must be approved and conducted by RSC and at the Grantee's expense.
- All case file and consumer documentation must be entered into the electronic RSC case management system to ensure secure storage and protection of consumer information.
- Grantee staff issued RSC hardware will be subject to RSC IT audits to ensure compliance with RSC IT security policies.
- If Grantee staff moves to another office, changes their name, or leaves the contract, RSC must be notified five business days prior to the change. In the event such a change is unanticipated by the Grantee, RSC must be notified immediately upon learning of the change.
- If Grantee staff leaves the organization, the RSC hardware must be immediately returned to the RSC office.

Application Instructions and Forms

Grant applications should contain the following materials and be organized in the following manner:

- Part I Application Cover Sheet
- Part II Application Narrative (address each of the Selection Criteria noted below in the order in which they appear. Narrative should be double spaced, with pages numbered consecutively and should not exceed 20 pages)
- Section 7 of the Application Narrative “Fiscal Accountability” **MUST** be formatted to facilitate its removal for independent evaluation.
- Part III In addition to the application narrative, include in the application package an Appendix containing the following items:
- Biographical Sketches of key project personnel (not to exceed 1 page) [required]
 - Project evaluation chart [required]
 - Letters of support from partners and other project beneficiaries
 - References cited in the proposal narrative

The original, an electronic copy, and two hard copies must be received at the RSC central office (Crosswoods) on or before the application deadline.

**OHIO REHABILITATION SERVICES COMMISSION
REQUEST FOR PROPOSAL
PATHWAYS TWO - COOPERATIVE AGREEMENTS**

COMPETITIVE APPLICATION

| | |
|--|---|
| Project Name | |
| Project Grantee <ul style="list-style-type: none"> • <i>must be a local or state government entity or a local or state education agency</i> • <i>see additional partner information on next sheet</i> | <i>Limit one Grantee per project</i> |
| Chief Contact <i>Individual must be authorized to sign agency contracts and legally responsible as agency representative.</i> | <i>Name/Title of legal representative Address, Telephone, FAX, and E-Mail</i> |
| Project Director | <i>Name/Title, Address, Telephone, FAX, and E-Mail</i> |
| Fiscal Manager | <i>Name/Title, Address, Telephone, FAX, and E-Mail</i> |

LIST OF ALL COOPERATIVE AGREEMENT PARTNERS

| Agency Name of Collaborating Partner | Chief Contact name/title/address/FAX and email |
|---|--|
| | |
| | |
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| | |

PROJECT NARRATIVE

May not exceed 20 double-space typed pages

The project narrative includes a brief project abstract and covers areas that describe who the project will serve; how the services will be provided; how the program will be managed; and the qualifications of key personnel. Bulleted questions are indicative of issues to be discussed in each area. They are not inclusive and any other significant details about the proposal should be included.

The application package should give the review team a concrete understanding of the problem you are addressing and the solutions you propose, including a description of how you will evaluate the results. Use clear, direct language and avoid jargon, clichés, and acronyms whenever possible. Explain how your project strategy differs from and improves upon current practice in your organization and elsewhere in the state.

I. **Project Abstract (5 Points)**

Briefly and clearly describe the proposed project. Do not exceed one double space typed page.

II. **Who Will the Project serve? (15 Points)**

Each application must clearly identify the priority group(s) to be served through the project. All participants in any approved agreement must be applicants of or eligible for RSC services. The RSC Order of Selection, which requires that persons with significant disabilities be served first, must be followed.

- Does the proposed project serve the general population of VR consumers or is it targeted to the identified priority group of persons with developmental disabilities?
- How will the priority group be defined?
- What outreach activities will be included especially those targeted towards underserved populations?
- What experience does the bidder have with serving the identified population?
- What geographical area(s) will be served?

III. **Management Plan - What is the Program Design and How Will It Be Managed? (15 Points)**

All projects must have clear goals and outcomes which are consistent with the RSC performance indicators. The project design should include methods for measuring these outcomes and include a 6 month, and 12 month outcome report for the project. This section should clearly delineate the processes that participants will be asked to complete as part of the project and who will be responsible for managing these processes.

- What will be the project design?
- How will the project be managed?
- What are the anticipated outcomes from the services provided?
- How will these outcomes be measured?

IV. Availability and Qualifications of Key Personnel (biographical sketches required in appendix) **and Adequacy of Other Resources (15 Points)**

Briefly outline the qualifications of key personnel, other management and service delivery personnel or resources to be used in the project. The adequacy of personnel and resources of the project design will be determined by the following factors:

- (1) A staffing plan that details specific positions and staff structure that will be used to manage the project. This plan should also specify the job duties for each position and the amount of time each staff person will commit to the project. The plan must include timelines for redeploying existing staff and/or hiring new staff as well as assurances that the project will be fully staffed by October 19, 2009;
- (2) In-depth experience and training in vocational rehabilitation and/or other fields related to the scope of the project;
- (3) Any other qualifications that pertain to the objectives of the project;
 - a. administrative support staff to facilitate office operations;
 - b. project staff engagement in RSC mandatory training (refer to the Supplemental Materials Tentative Training List for details);
 - c. how the applicant, as part of its nondiscriminatory employment practices, will ensure that its personnel are selected for employment without regard to race, color, religion, sex, age, disability, national origin, ancestry, veteran status, sexual orientation or gender identity;
 - d. the extent to which the applicant, as part of its nondiscriminatory employment practices, encourages applications for employment from minority groups including persons with disabilities;
- (4)
 - a. Costs are reasonable in relation to the objectives, design, and potential significance of the proposed project;
 - b. the relevance and demonstrated commitment of each partner in the proposed project to its implementation and success, including the accessibility of facilities, equipment and supplies.

V. What Are The Planned Interventions & Services? (15 Points)

The cooperative agreement may not replace existing services and must provide new, expanded or re-designed services. The agreement may not provide for the payment of services that the partner is mandated by law to provide. All services must be provided by qualified personnel.* Projects must include some or all of the rehabilitation services consistent with section 103 of the Rehabilitation Act of 1973 and amendments, as well as, all federal regulations tied to this section.

- What services will be offered to the participants?
- What services are new or re-designed?
- How will these services be defined?
- What are the qualifications of project staff?

* Eligibility for vocational rehabilitation services, approval of the Individualized Plan for Employment (IPE) and its amendments as well as closure of the case must be approved by a Vocational Rehabilitation Counselor who is employed by RSC.

VI. Collaboration (10 Points)

All projects must demonstrate collaboration with local VR management and all project partners prior to submission. Successful bidders will demonstrate a clear work plan as to how the project will collaborate with area VR staff and how the project will create new or re-designed service delivery options.

- Describe the work plan established with the local VR offices and proposed project partners.
- How will RSC management information system requirements (OSCAR) be integrated into the project?
- What are the components of this project that will be sustained upon completion of the project?
- How have the project partners worked together in the past?

VII. Fiscal Accountability (15 Points)

- a. A detailed narrative and proposed budget adequate to support project activities. The budget must outline both the Operating Costs (salaries, rent, supplies, etc.) as well as actual Case Service Costs. See Page 20 for examples of allowable costs.
- b. An indication that costs are reasonable in relation to the objectives of the project.
- c. Evidence that administrative costs are no more than 20% of total budget.
- d. A description of effective fiscal tracking procedures that budgets and tracks funding for the grant via a separate Cost Center or Cost Centers.
- e. Sample payroll activity sheets used to track time spent on the program.
- f. A certification from the applicant's Chief Financial Officer that processes and systems are in place that meet the requirements of OMB Circular A-122 (now known as 2 CRF Part 230) and that can adequately track the costs under the grant.
- g. A certification of the provision and maintenance of a data communication interface with the RSC fiscal and service tracking system.

BUDGET INFORMATION

The budget information to be completed and additional reference materials are found on pages later in this document. This information includes the Budget Form and two work sheets. The first worksheet is to determine the total grant amount for Line I on the Budget Form and the second worksheet is to determine occupancy rates for line II.A.6 on the Budget Form.

The budget should accurately reflect the costs of the proposed project and should be adequate for the services described in the project narrative.

VIII. Evaluation Plan (10 Points)

If funded, applicants will be asked to collect and report data from their project on steps taken toward achieving goals for employment outcomes. Applicants to the Pathways Two Program are advised to include the evaluation standards and performance indicators for the VR services program which you will find attached with Supplemental Materials in conceptualizing the design, implementation, and evaluation of the proposed project. These indicators are related to some of the review criteria discussed. The quality of the evaluation plan for the project, including the extent of the applicant's methods of evaluation is important to the success of your application.

IX. Appendix (limited to the following)

- Biographical sketches of key project personnel (not to exceed 1 page) [required]
- Project evaluation chart [required]
- Letters of support from partners and other project beneficiaries
- References cited in the proposal narrative

Checklist for Competitive Bid Application

_____ Competitive Bid Application Cover Sheets

_____ Narrative Section – not to exceed 20 typed double space pages

_____ Budget Form and Two Worksheets (include other required documentation as outlined in section VII under Fiscal Accountability, page 16)

_____ Indirect Cost certificates for Grantee and any sub-Grantees

_____ Signed Information Technology Computing Services Agreement Form

_____ Signed Assurances packet

**All Competitive Bid Applications should be received by mail no later than
September 14th, 2009 by 5 p.m. and addressed to:**

Ohio Rehabilitation Services Commission

Attn: Erik Williamson, Bureau of Vocational Rehabilitation Director

400 E. Campus View Boulevard, SW3C

Columbus, Ohio 43235

1-(800) 282-4536 v

614- 438-1800

Make checks out to: The State of Ohio

Send to Central office: Ohio Rehabilitation Services Commission

Attn: Erik Williamson

400 East Campus View Blvd., SW3C

Columbus, OH 43235-4604

Budget Form

Grantee Name _____
 Budget Period October 1, 2009 to September 30, 2010

I. TOTAL AWARD AMOUNT (see worksheet 1)..... \$ _____
 A. RSC Administration 13% \$ _____
 Net Award Amount \$ _____

II. OPERATING BUDGET

A. Direct Costs (Grantee & sub-Grantee)
 1. Salaries (to include fringe benefits) \$ _____
 2. Travel \$ _____
 3. Supplies \$ _____
 4. Equipment \$ _____
 5. Staff Development \$ _____
 6. Occupancy (see worksheet 2)..... \$ _____

 A. Total Direct \$ _____
 Percentage (of net award)..... _____ %
 B. Indirect Costs
 1. Administrative Cost Based on Approved
 Certificate of Indirect Cost (provide copy) \$ _____
 2. Sub-Grantee
 a) Administrative Cost Based on Approved
 Certificate of Indirect Cost (provide copy) \$ _____

OR

b) Administration –This item covers allowable administrative
 costs in A-122. (Provide line item budget) \$ _____

 B. Total Indirect \$ _____
 Percentage (of net award)..... _____ %

 Total Operating Budget (II A+B) \$ _____
 Percentage (of net award) _____ %

III. CASE SERVICES BUDGET

C. Total Case Services \$ _____
 Percentage (of net award) _____ %

GRAND TOTAL (= II A+B+III C) \$ _____
 (Should total net award amount)

Budget changes require an approved "Project Change Request" and "Revised" Budget Form.

Grantee Name _____

Budget Period October 1, 2009 to September 30, 2010

Budget WORKSHEET ONE

TOTAL GRANT AWARD

In order to determine the total grant award line on the budget form (Line I) the following formula should be used.

Calculation of Award

A. Entity contribution \$ (enter amount)

B. Total Award Amount Equals A divided by .213

C. Federal Match Equals B minus A

Example

Entity contribution \$200,000

Total Award \$938,967

Federal Match \$738,967

Grantee Calculation

Contract contribution

Total Award²

Federal match

² *Transfer figure to Budget Form – Line I

Grantee Name _____

Budget Period October 1, 2009 to September 30, 2010

BUDGET Worksheet Two
OCCUPANCY

1. Total "direct" space in building _____ sq. ft.

2. Of #1 above, how much "direct space" will be assigned to contract?
_____ sq. ft.

3. Percentage of "total direct space" assigned to contract (#2 + #1)
_____ %

4. The following items are allowable for inclusion in contract (use previous year's actual costs as basis for this estimate):

| | |
|--|-------|
| Rent | _____ |
| Heat | _____ |
| Electricity | _____ |
| Water/Sewage | _____ |
| Janitorial Service & Supplies | _____ |
| Property Insurance | _____ |
| Telephone (include computer lines, internet service) | _____ |
| Security | _____ |
| Service Maintenance Contracts | _____ |
| Licenses/Permits | _____ |
| Minor Maintenance Services & Supplies | _____ |
| TOTAL | _____ |

5. Portion of occupancy costs chargeable to contract (#3 x #4)

_____*

*Transfer figure to Budget Form – II.A.6.

COSTS TO BE REIMBURSED

The following costs shall be reimbursed subject to the following conditions unless stipulated otherwise by processes in the contract negotiation with successful applicants.

1. BUDGET CATEGORIES:

a. **Salary** costs of contract personnel shall not be transferred from one position to another, nor shall they exceed the amount budgeted per position. Salaries must be supported by personnel activity reports for all positions directly charged to contract.

b. **Fringe Benefit** costs shall not be transferred from one position to another, nor shall they exceed the amount budgeted per position. **RSC** shall reimburse **Grantee only** for the following fringe benefits:

- (1) Employer's share of FICA Tax (Social Security)
- (2) Workers' Compensation premiums
- (3) Other employer paid taxes based on payroll costs
- (4) Employer contribution to retirement or annuity plan
- (5) Employer paid medical and hospitalization insurance premiums
- (6) Employer paid life insurance premiums
- (7) Vacation and sick leave (included in salary)
- (8) Employer paid accident and health insurance premiums
- (9) Unemployment Compensation Premium (regular state unemployment compensation); any fringe benefits reimbursed under this grant must be consistent with those paid to other employees of the **Grantee**.
- (10) Other (indicate) _____

c. Appropriate **travel expenses** are reimbursable.

(1) **RSC** shall reimburse **Grantee** for costs up to the approved budgeted amount for the travel category and subject to the conditions stated below for project/program staff, attendants, board members, and volunteers directly connected with the protect/program. Mileage will be reimbursed at 45 cents per mile. Meals will be reimbursed only in conjunction with an overnight stay. Meals, lodging and incidental reimbursement in conjunction with an overnight stay shall be consistent with State of Ohio travel rules.

(2) Travel costs are the expenses for transportation, lodging, subsistence, and related items incurred by employees who are in travel status on official business. Travel costs are allowable when they are directly attributable to specific work under the award.

(3) **RSC** shall reimburse **Grantee** for the cost of **out-of-state travel** and per diem directly related to the services in this contract as follows:

(a) Same as in-state.

(4) Required receipts for all travel – lodging, common carrier, and miscellaneous travel expenses over \$10.00. Receipts will be held by the Grantee for audit.

- e. **Equipment** – amounts budgeted for equipment shall not be transferred from one line item to another, nor shall the item cost and quantity exceed the amount budgeted per line.
- f. **Consumable Supplies – RSC** shall reimburse **Grantee** for actual documented costs up to the amount budgeted for this category.
- g. **Contractual – RSC** shall reimburse **Grantee** for actual documented costs up to the amount budgeted or this category.
- h. **Occupancy - RSC** shall reimburse **Grantee** for the actual costs incurred for occupancy cost items as defined in Occupancy Budget.

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|-------------------------------|
| SUPPLEMENTAL MATERIALS |
|-------------------------------|

**1. Rehabilitation Act Section 103.
Vocational Rehabilitation Services**

(a) Vocational Rehabilitation Services for Individuals

Vocational rehabilitation services provided under this title are any services described in an individualized plan for employment necessary to assist an individual with a disability in preparing for, securing, retaining, or regaining an employment outcome that is consistent with the strengths, resources, priorities, concerns, abilities, capabilities, interests, and informed choice of the individual, including--

- (1)** An assessment for determining eligibility and vocational rehabilitation needs by qualified personnel, including, if appropriate, an assessment by personnel skilled in rehabilitation technology;
- (2)** Counseling and guidance, including information and support services to assist an individual in exercising informed choice consistent with the provisions of section 102(d);
- (3)** Referral and other services to secure needed services from other agencies through agreements developed under section 101(a)(11), if such services are not available under this title;
- (4)** Job-related services, including job search and placement assistance, job retention services, follow-up services, and follow-along services;
- (5)** Vocational and other training services, including the provision of personal and vocational adjustment services, books, tools, and other training materials, except that no training services provided at an institution of higher education shall be paid for with funds under this title unless maximum efforts have been made by the designated State unit and the individual to secure grant assistance, in whole or in part, from other sources to pay for such training;

(6) To the extent that financial support is not readily available from a source (such as through health insurance of the individual or through comparable services and benefits consistent with section 101(a)(8)(A)), other than the designated State unit, diagnosis and treatment of physical and mental impairments, including--

(A) Corrective surgery or therapeutic treatment necessary to correct or substantially modify a physical or mental condition that constitutes a substantial impediment to employment, but is of such a nature that such correction or modification may reasonably be expected to eliminate or reduce such impediment to employment within a reasonable length of time;

(B) Necessary hospitalization in connection with surgery or treatment;

(C) Prosthetic and orthotic devices;

(D) Eyeglasses and visual services as prescribed by qualified personnel who meet State licensure laws and who are selected by the individual;

(E) Special services (including transplantation and dialysis), artificial kidneys, and supplies necessary for the treatment of individuals with end-stage renal disease; and

(F) Diagnosis and treatment for mental and emotional disorders by qualified personnel who meet State licensure laws;

(7) Maintenance for additional costs incurred while participating in an assessment for determining eligibility and vocational rehabilitation needs or while receiving services under an individualized plan for employment;

(8) Transportation, including adequate training in the use of public transportation vehicles and systems, that is provided in connection with the provision of any other service described in this section and needed by the individual to achieve an employment outcome;

(9) On-the-job or other related personal assistance services provided while an individual is receiving other services described in this section;

(10) Interpreter services provided by qualified personnel for individuals who are deaf or hard of hearing, and reader services for individuals who are determined to be blind, after an examination by qualified personnel who meet State licensure laws;

(11) Rehabilitation teaching services, and orientation and mobility services, for individuals who are blind;

(12) Occupational licenses, tools, equipment, and initial stocks and supplies;

(13) Technical assistance and other consultation services to conduct market analyses, develop business plans, and otherwise provide resources, to the extent such resources are authorized to be provided through the statewide workforce investment system, to eligible individuals who are pursuing self-employment or telecommuting or establishing a small business operation as an employment outcome;

(14) Rehabilitation technology, including telecommunications, sensory, and other technological aids and devices;

(15) Transition services for students with disabilities, that facilitate the achievement of the employment outcome identified in the individualized plan for employment;

(16) Supported employment services;

(17) Services to the family of an individual with a disability necessary to assist the individual to achieve an employment outcome; and

(18) Specific post-employment services necessary to assist an individual with a disability to, retain, regain, or advance in employment.

SUPPLEMENTAL MATERIALS

2. Evaluation Standards and Performance Indicators for the Vocational Rehabilitation Services Program

EVALUATION STANDARD 1 ASSESSES VR'S IMPACT ON EMPLOYMENT

Standard 1 includes six performance indicators, three of which are primary indicators:

- 1.1: Change in Employment Outcomes
- 1.2: Percent of Employment Outcomes
- 1.3: Competitive Employment Outcomes — a primary indicator
- 1.4: Significance of Disability — a primary indicator
- 1.5: Earnings Ratio — a primary indicator
- 1.6: Self-Support

To achieve successful performance on standard 1, state VR agencies must meet or exceed four of the six performance indicators in the evaluation standard, including meeting or exceeding the performance levels for two of the three primary indicators. The three primary indicators are indicators 1.3, 1.4, and 1.5.

EVALUATION STANDARD 2 ASSESSES EQUAL ACCESS OPPORTUNITY FOR INDIVIDUALS OF ALL GROUPS AND BACKGROUNDS

Standard 2 includes one performance indicator: Minority Background Service Rate

To achieve successful performance on standard 2, state VR agencies must meet or exceed the performance level established for performance indicator 2.1.

PERFORMANCE INDICATORS Performance Indicator 1.1 — Change in Employment Outcomes

Indicator 1.1 is the difference between the number of individuals exiting the VR program who achieved an employment outcome during the current performance period and the number of individuals exiting the VR program who achieved an employment outcome during the previous performance period.

The performance level for indicator 1.1 is:

General and Combined Agencies: **Equal or Exceed Previous Performance**

Factors affecting performance of this indicator might be the State economy, an increase or decrease in the number of applicants, a change in the make up of the agency's caseload, e.g. the significance of disability of individuals served, a change in the number of counselors, and others discussed in indicator 1.2.

Performance Indicator 1.2 — Percent of Employment Outcomes

Indicator 1.2 is the percentage of individuals exiting the program during the performance period who have achieved an employment outcome after receiving services.

The performance level for indicator 1.2 is:

General and Combined Agencies: **55.8%**

Since the denominator in the calculation is the sum of all individuals who received services including those who did not achieve an employment outcome at program exit, factors, such as counselor/consumer contact, appropriateness of employment plans, and the quality of job development come into play as well as those discussed for indicator 1.1.

Performance Indicator 1.3 — Competitive Employment Outcomes

Indicator 1.3 measures the percentage who exit the VR program in employment in integrated settings with or without ongoing support services, self-employment, or BEP (Business Enterprise Program) employment with hourly rate of earnings equivalent to at least the federal or state minimum wage rate, whichever is higher, based on all the individuals exiting the program who have achieved an employment outcome after receiving services.

The performance level for indicator 1.3 is:

General and Combined Agencies: **72.6%**

The number of individuals with competitive employment outcomes is used for the remaining three indicators.

As in indicator 1.1 and 1.2, the state economy has an effect on the results of these indicators. Providing adequate training to individuals served to achieve competitive employment at the state minimum wage or higher is an important contributor for VR agencies to succeed in this indicator. Another important factor is an emphasis of VR agencies in placing individuals in appropriate positions meeting their needs and desires that compensate the individual at or above the state minimum wage.

Performance Indicator 1.4 — Significance of Disability

Indicator 1.4 is the percentage of those individuals identified in Indicator 1.3 who have significant disabilities.

The performance level for indicator 1.4 is:

General and Combined Agencies: **62.4%**

This indicator's results reflect the level of significance of disability served by VR agencies. Agencies at risk of failing this indicator may need to target those individuals with higher levels of significance of disabilities. Because individuals receiving Social Security benefits as a result of their disabilities are presumed to be significantly

disabled, VR agencies serving a higher proportion of those individuals are less likely to experience problems with achieving the performance level of this indicator.

Performance Indicator 1.5 — Earnings Ratio

Indicator 1.5 is the ratio of the average hourly earnings of all individuals in competitive employment to the average hourly earnings of all employed individuals in the state.

The performance level for indicator 1.5 is:

General and Combined Agencies: **.52**

This ratio means that VR consumers served by general/combined agencies who achieved competitive outcomes are earning, on the average, at least 52 cents for every dollar earned hourly by all employed individuals in the state and blind agency consumers earn at least 59 cents for every dollar.

In most instances, VR agencies in states with high average wage rates have more difficulty passing this indicator than do those in states with lower average wage rates. Training services to individuals be they vocational or post-secondary contribute significantly to improving the results of this indicator. The [RSA VR longitudinal study](#) confirmed the fact that better-trained consumers obtain better-paying positions.

Performance Indicator 1.6 — Self-Support

Indicator 1.6 is measured as follows: for those identified in Performance Indicator 1.3, the difference in the percentage of individuals who at program entry reported their income as the largest single source of support, and the percentage that reported their personal income as the largest single source of support at program exit.

The performance level for indicator 1.6 is:

General and Combined Agencies: **53.0**

A consumer mix including a high proportion of individuals employed at application would make it harder to pass this indicator. Conversely, an agency with a high proportion of supported employment outcomes would also be challenged to pass this indicator because supported employment jobs rarely pay enough for self-support.

Performance Indicator 2.1 — Minority Background Service Rate

The ratio of the percent of individuals with a minority background to the percent of individuals without a minority background exiting the program who received VR services.

The performance level for indicator 2.1 is:

General and Combined Agencies: **.80**



OHIO REHABILITATION SERVICES COMMISSION

| | |
|--------------------------|--|
| E-Mail Number: | |
| Destruction Date: | To Be Determined |
| Date: | August 31, 2009 |
| To | All RSC Staff |
| From: | Michael Rench, Administration |
| Origin: | John McCarty, Information Security Officer Travis Sherick, Interim Team Leader, Information Technology |
| Subject: | Information Technology Services Security Agreement Contractors/Non RSC Employee Partners that Utilize RSC Network and/or Computer Equipment |
| Supersedes: | ADM 2008.3 |

AUTHORITY

This policy is issued in compliance with the Ohio Revised Code 125.021 and existing Office of Information Technology Policy ITP, Office of Information Technology Bulletins (ITB), Office of Technology Standards (ITS). Section 125.18 of the Ohio Revised Code (ORC) provides the state chief information officer, who is also the director of the office of information technology, the authority to lead, oversee and direct state agency activities related to information technology development and use, including specific authority to establish policies and standards related to state agencies' acquisition and use of information technology by state agencies, including, but not limited to, hardware, software, technology services and security, with which state agencies shall comply.

ORC 3304.16 establishes the power and the authority of RSC and its executive director to take necessary actions to further the mission of the agency.

PURPOSE

The purpose of this policy is to instruct RSC 'Contracted Users' of the requirements and responsibilities regarding the use of RSC/State of Ohio computer equipment and the obligation to protect consumer and claimant information, employee data or other sensitive agency data in accordance with all federal and state laws, rules, regulations, guidelines, policies and Gubernatorial Orders.

APPLICABILITY

This policy applies to all RSC Contracted Users (see definition below).

DEFINITIONS

RSC- The Rehabilitation Services Commission. This includes The Bureau of Vocational Rehabilitation (BVR), The Bureau of Services for the Visually Impaired (BSVI), Business Enterprises (BE) and the Bureau of Disability (BDD), and all Administrative Support Divisions for these bureaus and programs.

RSC Contracted Users- RSC Contractors, Vendors and/or Non RSC Employee Partners that use the RSC/SSA Network and/or computer equipment by right of, but not limited to, a Personal Services Contract, State Term Contract, Statement of Work, Administrative Agreement and/or Memo of Understanding.

OIT- The Office of Information Technology, Ohio Department of Administrative Services.

OIT Policies- statements of specific management direction established by the state Chief Information Officer (CIO) as necessary to ensure that investment in and use of information technology by state agencies produces the best solutions for the state as a whole and its respective agencies.

OIT Standards- statements of specifically prescribed use and acquisition established by the state CIO as necessary to produce the best IT solutions for the state as a whole and its respective agencies. IT standards are written in a standardized format and contain an effective date for compliance. These standards do not have an expiration date.

OIT Bulletins- established by the state CIO to communicate highly relevant and timely direction that may: address problems or questions of a temporary, one-time, or quickly emerging nature; draw attention to regulations affecting a project of particular interest; clarify administrative rules, policies, standards or procedures; or require compliance in anticipation of a pending IT administrative rule, policy, standard or procedure.

SSA- The Social Security Administration.

POLICY

It is the policy of RSC to ensure secure, effective, efficient, and responsible use of state acquired and/or managed computer equipment and data.

POLICY PROCEDURES

Information Technology Services Security Agreement

All RSC Contracted Users who use any of RSC/SSA's Computer Systems must comply with the RSC/SSA Security Policy for computer systems. Any RSC Contracted User who uses RSC/SSA computer equipment or accesses any of its computer systems must sign an IT Services Security Agreement Receipt Acknowledgement. Each RSC Contracted User should read the agreement carefully. Any questions should be directed to the RSC IT Network Security Supervisor or RSC Network Services Manager. Managers responsible for the oversight of RSC Contracted Users should send the signed IT Services Security Agreement Receipt Acknowledgements to the RSC IT Administrative Assistant.

Personal Use

No personal use of RSC/SSA-provided computer equipment, electronic mail (e-mail), or the Internet or online services is permissible by RSC Contracted Users without express written consent by the RSC Administration.

Internet or online services provided by RSC includes, but is not limited to, chat rooms, instant messaging, e-mail, etc.

Prohibited activities listed through out this document are not allowed to be performed at any time on any RSC/SSA owned equipment or network.

Prohibited Activities include, but are not limited to:

- **Violation of Law:** Any use that violates or supports and encourages the violation of local, state, or federal law is strictly prohibited. RSC Contracted Users accountable for all aspects of local, state, and federal law as they affect official duties and official business.
- **Operating a Business:** Operating a business, directly or indirectly, for personal gain is strictly prohibited. This includes performing Non RSC work for another business/client or other agency using RSC equipment or network.
- **Accessing Sexually Explicit Materials:** Displaying, transmitting, retrieving, storing, or printing sexually explicit material or material that contains nudity in either a visual or textual form is strictly prohibited.
- **Mass E-mailing:** Sending unsolicited e-mails in bulk and forwarding electronic chain letters in bulk to recipients inside or outside the state is strictly prohibited. For the purposes of this policy, an “electronic chain letter” is an electronic mail message sent to more than one recipient that requests each recipient to send copies of the message to other recipients to hopefully gain money, product(s), service(s), good fortune, etc.
- **Games:** Games for entertainment purposes are not to be played at anytime. This includes web based, online, downloaded or installed games.
- **Solicitation for Money:** Soliciting for money on behalf of charities, religious entities, or political causes is strictly prohibited.
- **Gambling or Wagering:** Wagering on, participating in, or observing any type of gambling event or activity, whether using e-mail or by accessing a Web site, is strictly prohibited.
- **Harassment:** Transmitting or downloading textual or visual material that is offensive, obscene, threatening, or harassing is strictly prohibited.
- **Illegal Copying:** Personal use of IT resources to duplicate, disseminate, install, store, print, or otherwise use copyrighted materials, such as software, articles, music, and graphics, in violation of applicable copyright laws is strictly prohibited.
- **Unauthorized Installation:** Installation of unlicensed software or installation of software on state-provided computers without explicit agency authorization is strictly prohibited.
- **Unauthorized Access:** Accessing systems without authorization including networks, files, case records, systems or an account of another person without proper authorization is strictly prohibited.
- **Personal Services:** There is to be no access to personal services such as personal ads, dating services, matchmaking services, companion finding services, pen pal services, escort services, etc...
- **Social Networking:** Participating in online communities or social networks (other than agency sanctioned networks) is prohibited. This includes operating, participating, contributing to an online community (e.g. online forums, chat rooms, instant messaging, listservs other then agency

sanctioned, blogs, wikis, peer-to-peer file sharing, twitter and social networks)

- **Impeding access to IT resources:** Encryption or concealment of the contents of any file or electronic communication on state computers without proper authorization. This includes manipulation of any password on state computers, programs, files or electronic communication without proper authorization.
- **Concealment of Name:** Concealment or misrepresentation of one's name or affiliation to mask unauthorized irresponsible or offensive behavior in electronic communications.
- **Malicious Code:** Knowingly distributing malicious code or computer viruses to systems or networks, or circumventing malicious code security within the state network is strictly prohibited.
- **Harassment:** Sending harassing, unsolicited, and/or threatening phone calls or other forms of electronic communication via telephone, electronic mail, internet, facsimile, etc., which causes a reasonable person to suffer substantial emotional distress(i.e. Cyber Stalking)
- **Personal use of network storage:** There is to be no personal use of network storage. Network drives (E drive, P drives, etc...) are to be used for work related items only.

Usage of Internet services or online services provided by RSC/SSA is subject to other limitations as imposed by RSC Management to prevent excessive or improper use.

Electronic Records

Each system users is responsible for maintaining Electronic Records in accordance with RSC's Records Management policies and electronic records that are defined as public records by ORC 149.43. These electronic records include voice mails, email and other digital communications as defined in the record retention schedules.

Access to Confidential Personal Information

RSC, SSA and state systems contain many pieces of consumer/claimant and employee confidential personal information. Users of these systems are required to follow all RSC, SSA and state policies, procedures and administrative rules as well as relevant state and federal laws including ORC 1347. Users are only allowed to access these systems for authorized business reasons as defined in bureau and RSC/SSA policy and procedures. Users are not allowed to release any information from these systems without proper authorization. Misuse or unauthorized release of this information is subject to discipline per RSC's discipline grid and possible criminal charges under Ohio and federal laws.

E-Mail

E-mail is a critical mechanism for business communications at RSC/SSA. Use of RSC's electronic mail systems and services is a privilege, not a right, and therefore must be exercised with respect and in accordance with the goals of the agency.

The following sections outline appropriate and inappropriate use of the e-mail systems and services in order to minimize disruptions to services and activities, as well as to comply with applicable policies and laws. These provisions apply to all e-mail systems owned by RSC/SSA, all e-mail account users/holders at the agency (both temporary and permanent), and all agency e-mail records.

E-mail access will be immediately terminated when the RSC Contracted User or third party terminates their association and/or contract with the agency. RSC is under no obligation to store or forward the contents of an individual's e-mail inbox/outbox after the term of the individual's association with RSC has ceased.

Important official communications are often delivered via e-mail. As a result, RSC Contracted Users of RSC with e-mail accounts are expected to check their e-mail in a timely manner so that they are aware of important agency announcements and updates, as well as for business and role-oriented tasks. E-mail users are responsible for mailbox management, including organization and cleaning. If a user subscribes to a mailing list, he or she must be aware of how to remove him or herself from the list, and is responsible for doing so in the event that the user's current e-mail address changes. E-mail users are also expected to comply with normal standards of professional and personal courtesy and conduct.

Appropriate Use of E-Mail:

RSC Contracted Users are encouraged to use e-mail to further the goals and objectives of the agency. The types of activities that are encouraged include:

- Communicating with fellow RSC Contracted Users, RSC business and state partners, RSC vendors, RSC employees and RSC consumers/claimants within the context of an individual's assigned responsibilities.
- Acquiring or sharing information necessary or related to the performance of an individual's assigned responsibilities.

Inappropriate Use of E-Mail:

E-Mail is not to be used in a manner that could cause excessive slow down of systems. Individual e-mail use will not interfere with others' use of the e-mail system and services. E-mail use will comply with all applicable state and federal laws, all policies/procedures/rules, and all contracts. The following activities are deemed inappropriate uses of the agency systems and services and are prohibited:

- Use of e-mail for illegal or unlawful purposes including but not limited to copyright infringement, obscenity, libel, slander, fraud, defamation, plagiarism, harassment, intimidation, forgery, impersonation, activities involving illegal pyramid schemes, threats or promotion of violence, operating for own personal gain and/or interest, and computer tampering (e.g., spreading of computer viruses).
- The sending or proliferation of nudity, sexually explicit pictures or verbiage, violent images or verbiage, or material that is racially, sexually or otherwise harassing is prohibited.

- Use of e-mail in any way that violates the agency's or state's policies, rules, or administrative code.
- Viewing, copying, altering, or deleting of e-mail accounts or files belonging to the agency or state or another individual without authorized permission. Normal "cleaning out" of the e-mail files is part of the regular maintenance of the mailbox assigned to the RSC Contracted User and is to be done in a manner consistent with the RSC file retention policy.
- RSC Contracted Users should be cautious in sending voluminous e-mails including attachments.
- Opening e-mail attachments from unknown or unsigned sources because attachments are the primary source of computer viruses and should be treated with utmost caution.
- Sharing e-mail account passwords with another person, or attempting to obtain another person's e-mail account password. E-mail accounts are only to be used by the registered user.
- The agency prohibits personal use of RSC/SSA's e-mail systems and services for unsolicited mass mailings, political campaigning, dissemination of chain letters, personal use by non-RSC Contracted Users, and restrictions noted in other RSC policies.
- Use of external e-mail systems via connection of the RSC network is expressly prohibited unless approved by RSC management. All such usage must be in relationship to work and/or activity being performed for RSC.

Use extreme caution when communicating confidential or sensitive information via e-mail. Keep in mind that all e-mail messages sent outside of RSC become the property of the receiver. A good rule is to not communicate anything that you would not feel comfortable being made public or that you would not send on RSC letterhead. Demonstrate particular care when using the "Reply" or the "Forward" command during e-mail correspondence. Typically the "reply to all" option should only be used if the original sender requested a reply in such a manner.

Note: RSC Contracted Users are encouraged to report to RSC management the receipt of any offensive e-mail that could be potentially embarrassing to the agency.

Security

Each user is assigned a unique user name and password. The user's password is to be kept private and not shared with anyone. Passwords shall be complex in their creation. A complex password is eight alphanumeric characters in length at a minimum, is not based on a dictionary word and contains at least three of the following four features; lower case letters, upper case letters, numbers, and special characters. If an RSC Contracted User has reason to believe someone has learned a password, he or she should change it immediately. Certain privileges and functions are associated with a password. Improper use and intentional abuse of these privileges are strictly forbidden. Improper use and intentional abuse

includes (but is not limited to) allowing others to use the password to perform functions for which they do not have privileges and violating software licensing rules. Computers must not be left unattended in a mode where access to privileged functions or information is possible. Locking up or logging off is the best option as well as insuring that screen savers are in place and requires the user's password to resume.

All games have been removed from the computer before delivery. Loading software with the purpose of entertainment on an RSC/SSA computer is prohibited.

Network configuration requires many network files to be loaded at exact locations on a PC. These files are necessary for the PC's to work on the network and to access shared programs and devices. RSC Contracted Users are prohibited from moving, modifying, replacing, or deleting any files that are pre-installed on the computer or that are added by RSC IT personnel.

The installation of programs on a PC can often overwrite files that are required for the PC to run properly. To prevent the accidental destruction of necessary files, RSC Contracted Users are prohibited from installing or downloading any software-including games, music, weather alerts, icons, device drivers, screen savers, batch programs, or other executable files that may include freeware or public domain software-on any RSC/SSA computer or Personal Data Assistant (PDA - e.g., PALM). Word processing, text, or graphic files may be copied onto an RSC/SSA machine if permission has been granted and the files are virus scanned to insure their safety.

In order to maintain the availability of the network for RSC work, it is important for RSC Contracted Users to use the Internet conservatively. RSC Contracted User productivity is the significant concern; therefore connection to the Internet should be used to enhance RSC Contracted User efficiency. RSC Contracted Users should try to avoid downloading large documents during midmorning or mid-afternoon when network usage is highest. RSC Contracted Users are prohibited from listening to radio or news broadcasts, downloading music files (e.g., MP3), or video files from the Internet unless the RSC Contracted User has a business reason to do so.

RSC Contracted Users are prohibited from attaching any device or equipment that has not been approved to any RSC/SSA computer or PDA. In addition, RSC Contracted Users are prohibited from adding any wireless networking devices not specifically approved by IT.

RSC Contracted Users may not use personal home computers, notebooks, laptops or any other device to access the RSC/SSA network. This restriction does not limit RSC Contracted Users' web based access of work e-mail through their home computers.

RSC Contracted Users who share a DSL, Cable, or Dial-up line between RSC/SSA equipment and their own personal equipment (with appropriate RSC systems security management approval) need to take the following precautions:

- Must determine if antivirus and firewall software needs to be installed on their personal equipment;
- Keep wireless use on personal equipment to a minimum while RSC/SSA provided equipment is sharing the line;

These precautions should be taken to reduce the risk of malicious code and hackers from traversing personal equipment to RSC/SSA provided equipment. If you have concerns about these precautions please contact IT.

Portable Data

Any portable media such as diskettes, CDROMs, and USB thumb drives should always be kept secure and locked up when not in use. Any loss of such an item that contains consumer data needs to be reported to management immediately upon discovery of the loss.

Monitoring and Confidentiality/Privacy

Users should be aware that the computer system records all unsuccessful attempts to log onto the system. It also records all data entry transactions with the user who entered them. RSC employs web filtering technology on the network. This system tracks all Internet traffic and can provide reports. Reports can show sites visited and time spent on the Internet, as well as sites that are blocked by the filter. Web filtering also allows for blocking of sites that are inappropriate. Even if a site is not blocked by the filter, this allowance does not mean that the site is allowed or appropriate. The guidelines for appropriate content set forth in this policy still apply.

All systems and services used at RSC are owned by the agency, and are therefore its property or SSA's property. This interest gives the agency the right to monitor any and all traffic passing through its systems. RSC Contracted Users are subject to random monitoring. In addition, backup copies of RSC Contracted User's involvement in the system may exist, despite end-user deletion, in compliance with RSC/SSA's record retention policy. The goals of these backup and archiving procedures are to ensure system reliability and prevent business data loss. If RSC/SSA discovers or has good reason to suspect activities that do not comply with applicable laws or this policy, records may be retrieved and used to document such activity.

The confidentiality and privacy of the information contained in the computer files is to be maintained. Users may not distribute or make known information in the computer's files, except as necessary in the normal course of their job functions, or as required by law.

RSC Contracted Users shall not use RSC/SSA-provided Internet service, e-mail, and/or online services to provide access to confidential information if such access violates the existing rules and procedures of the custodial agency for dissemination. In the case of BDD, SSA has stated that sending claimant names, Social Security Numbers, or medical information as e-mail across the Internet is a potential violation of the Privacy Act and is currently prohibited by SSA. BDD RSC Contracted Users are therefore prohibited from doing so. RSA has not yet published any policy on this issue. However, RSC IT strongly recommends that

users be judicious when including Personally Identifiable Information (PII) in an unencrypted fashion to e-mail parties external to the RSC network.

Copyright Laws

RSC/SSA complies with current software licensing regulations. Unless a special arrangement has been made between the State and the publisher, RSC/SSA follows the “one software package/one computer” rule. RSC Contracted Users may not copy any software owned by RSC onto a privately owned computer, even if this copying does not violate a copyright. RSC Contracted Users also may not copy privately owned software onto an RSC/SSA computer. RSC shall not use RSC/SSA-provided Internet service, e-mail, and online services to disseminate or print copyrighted materials (including articles and software) in violation of copyright laws.

IT Staff Access

IT is responsible for the maintenance of the system and its components. At times, IT staff may need to update configuration files, add software, or troubleshoot problems. RSC users must allow any IT staff member to have access to the equipment at any time upon request. IT will make every effort to plan such interventions to minimize time lost to the users.

Portable Computing Devices

State issued portable computing devices such as notebook computers (i.e., laptops), PDAs and Blackberries may not be used for personal reasons or personal business outside of the provisions of this policy.

RSC Contracted Users are responsible for protecting state-owned and state authorized portable computing devices, removable storage components and removable computer media which have been issued to them from any unauthorized access. Accordingly, all portable computing devices, computer media and removal components such as disk drives and network cards must be stored in a secure environment at all times. Portable devices, including laptops, must not be left unattended without employing adequate safeguards such as cable locks, restricted access environments (locked rooms) or lockable cabinets. Accordingly, RSC Contracted Users need to ensure adequate measures are in place and have been taken when portable computing devices are left in offices, as well as when they are taken outside of RSC facilities. When possible, portable computing devices, computer media and removable components should remain under visual control while traveling. If visual control cannot be maintained, then necessary safeguards must be employed to protect these devices (e.g., locking laptops in the trunk of a car). While in the insulated case, a laptop should be safe in the trunk, even in very hot or very cold weather, for up to 3 hours. When such devices are stored in the RSC Contracted User's home, they should be stored in a cool, dry location that is secure.

RSC Contracted Users are expected to demonstrate good judgment and not subject these devices any situation that might result in damage or theft. Damage or theft of any state issued portable computing device must be reported to RSC Management immediately, and no later than within 24 hours of the incident. Any RSC Contracted User who has a state issued portable computing device or

peripheral equipment stolen is required to file a report with the Ohio State Highway Patrol within 24 hours of the incident.

Remote Access

Remote access to RSC's network is provided via the SSL VPN and Dialup Servers. RSC provides this access for business purpose only. Connecting to RSC's network is only allowed on RSC-owned equipment. Connecting to the VPN provides the same access as in an RSC office. Due to that fact, all sections of the Computer Security policy must be followed as if the user is in an RSC office.

Wireless Access

Adding non-RSC wireless devices to RSC equipment or network is strictly prohibited. RSC supports connections to RSC operated or supplied networks only by RSC owned devices. While connected to the wireless networks all sections of the Computer Security policy must be followed.

Applicable Statutes

Since both federal and state information is stored in RSC/SSA's computers, both federal and state statutes dealing with appropriate use of information apply. Relevant state laws include, but are not limited to, The Ohio Privacy Act, the Public Records Act, and the Ohio Ethics Act. The Federal Privacy Act of 1974 would apply to all federal information that is determined to be confidential. Federal and state criminal statutes also apply to the unauthorized access or intentional misuse of computer systems and violation of software copyright rules. The Ohio Ethics Law and the various applicable criminal laws apply both to current RSC Contracted Users and to those who leave the agency.

BDD computer use is also regulated by the federal "Computer Fraud and Abuse Act of 1986 (P.L. 98-483)." Since SSA mainframes provide Internal Revenue Data, BDD falls under Internal Revenue Code (26 U.S.C Section 6103) in regards to data confidentiality and computer use. SSA Security standards, rules, policies, and federal laws take precedence when the SSA network and hardware are in use for SSA business. Users of the SSA networking systems are also required to sign an SSA-120 security form before SSA provides the logon ID to their network. This is in addition to the RSC Security Agreement.

Note: Violation of this Agreement will result in the termination of Network Access rights.

Policy Clarifications

- For the purposes of this policy, "**nudity**" includes, but is not limited to, the intentional or unintentional exposure of, or visibility of, female or male genitalia, female breasts that show the nipple, and/or female or male buttocks in any form of media including caricatures and animation.
- For the purposes of this policy, "**sexually explicit**" includes but is not limited to, any depiction of sexual activity of any kind (e.g., acts of intercourse), sexual paraphernalia, pornographic images, pictures, or video, or verbiage of any of the above.

- For the purposes of this policy, “**violent images**” include, but are not limited to, realistic depictions of weapons used to show an imminent threat to life or limb, the results of such acts (e.g., bloody corpses, mutilations), and scenes of death by criminal acts or unnatural causes, or verbiage of any of the above.
- For the purposes of this policy, “**racially, sexually or otherwise harassing**” means any e-mail that is potentially offensive or discriminatory based on race, color, religion, sex/gender, national origin, disability, age, or ancestry, and, in addition, also includes the sending of any type of e-mail on a repetitive or persistent basis to annoy the recipient.

Security Contacts

Information Technology Security Issues

Information Security Officer - John McCarty - 614-433-8288

Interim Team Leader, Information Technology - Travis Sherick - 614-433-8297

SUPPLEMENTAL MATERIALS

4. Tentative Training List

The following mandatory training sessions will be made available to Project Staff. Decisions based on who will attend specific sessions and any training costs will be negotiated based upon the final project design. This list will be finalized upon the awarding of Pathways Two Cooperative Agreements.

1. **New Counselor Training (NCT):** This course will provide intensive training for project staff working as Supervisors and Counselors and is Mandatory and Non-negotiable. There will be additional mandatory training for supervisors to be announced at a later date. All training for new staff (NCT as well as Support Staff Training) will include Information Technology & OSCAR (case management software) training objectives applicable to usage subsequent to the IT Agreement.

NCT will begin October 28, 2009 and will require that all supervisors and counselors attend in Columbus at RSC's Central Office (400 Campus View Blvd). The training will occur over a span of 6 weeks and will require travel with the potential of up to 10 overnight stays at the expense of the Grantee

NCT Training Dates are as follows (Columbus):

Week 1 – 10/28, 10/29, 10/30; Week 2 – 11/4, 11/5, 11/6;

Week 3 – Your Field/RSC Field Office; Week 4 – 11/18, 11/19, 11/20;

Week 5 – Your Field/RSC Office; Week 6 – 11/30, 12/1, 12/2, 12/3

2. **Office Assistant (support staff) Training:** Mandatory for all support staff hired and will require participation via video conference. Dates and locations will be announced at a later date (November 2009).
3. **Contract Training:** This course will provide orientation to billing and record-keeping requirements of the Pathways Cooperative Agreements. This training is mandatory for the Project Manager as well as for the Fiscal Agent. Dates To Be Announced will most likely occur at start of fiscal year.

SUPPLEMENTAL MATERIALS

5. RSC Pathways Two Contact List

North Area

Bureau of Services for the Visually Impaired Area Office
Jay Scerbak, Area Manager, 14650 Detroit Ave., Suite 300 Lakewood, OH 44107-4210, (216) 227-3250 Voice (216) 227-3292 TTY (614) 985-7754 Fax

John.Scerbak@rsc.state.oh.us

Bureau of Vocational Rehabilitation Area Office
Ann Okuley, Area Manager, 5241 Southwyck Blvd, Suite 100 Toledo, OH 43614-1586
(419) 866-5811 Voice (800)589-5811 TTY (614) 985-7750 Fax

Ann.Okuley@rsc.state.oh.us

Counties served:

Ashtabula Columbiana Cuyahoga Geauga Lake Mahoning Medina Portage Summit Trumbull
Ashland Crawford Defiance Erie Fulton Hancock Henry Huron Knox Lorain Lucas Marion Morrow
Ottawa Paulding Putnam Richland Sandusky Seneca Williams Wood Wyandot

Southeast Area

Bureau of Services for the Visually Impaired Area Office
Sharon Schmidt, Area Manager, 2200 West 5th Avenue, 1st floor Columbus, OH
43215-1047 (614) 466-9364 Voice (614) 995-1162 TTY (614) 985-9775 Fax

Sharon.Schmidt@rsc.state.oh.us

Bureau of Vocational Rehabilitation Area Office
Rose Reed, Area Manager, 2200 West 5th Avenue, 1st floor Columbus, OH 43215-1047 (614) 466-9364 Voice (614) 995-1162 TTY (614) 985-9540 Fax

Rose.Reed@rsc.state.oh.us

Counties served:

Athens Belmont Carroll Coshocton Delaware Fairfield Franklin Gallia Guernsey Harrison Hocking
Holmes Jackson Jefferson Lawrence Licking Meigs Monroe Morgan Muskingum Noble Perry
Pickaway Pike Ross Scioto Stark Tuscarawas Vinton Washington Wayne

Southwest Area

Bureau of Services for the Visually Impaired Area Office
Paula Shew, Area Manager, 8050 Beckett Center Drive, Suite 216
West Chester, OH 45069

(513) 942-8909 Voice

(513) 942-4167 TTY

(614) 985-9030 Fax

Paula.Shew@rsc.state.oh.us

Bureau of Vocational Rehabilitation Area Office
Mark Fay, Area Manager, 8050 Beckett Center Drive, Suite 216
West Chester, OH 45069

(513) 942-8909 Voice

(513) 942-4167 TTY

(614) 985-9030 Fax

Mark.Fay@rsc.state.oh.us

Counties served:

Adams Allen Auglaize Brown Butler Champaign Clark Clermont Clinton Darke Fayette Greene
Hamilton Hardin Highland Logan Madison Mercer Miami Montgomery Preble Shelby Union Van
Wert Warren

SUPPLEMENTAL MATERIALS

6. VR Service Area Map (3 Areas)

