



SUPPORT SERVICE PROVIDER (SSP) PROGRAM FREQUENTLY ASKED QUESTIONS (FAQ)

1. I spoke with one of the consumers about the meeting. He mentioned that he couldn't really hear the microphone--it was too soft but he was making a recording that translated to braille for him. The braille translator had mistakes in it but he made his best guess. I don't know why the microphone was too soft for him because you seemed to hear it fine. Might have been some kind of Bluetooth glitch. I told him that he is helping others by speaking up but that will always be a challenge.

A: Thank you for the feedback for future meetings!
2. My suggestion is to always plan to make any meetings available (in person or online) 30 minutes ahead of time and invite people to sign on early to work out the tech challenges. Consumers might not always be comfortable holding up the meeting for their tech difficulties. And then check with each person individually. If something is not resolved, perhaps a back up partner can help that person out.

A: Thank you for the feedback for future meetings!
3. Summarize main points. Helpful for people who cannot take notes and have to rely on memories.

A: Thank you for the feedback for future meetings!
4. Work out a way as soon as possible to do/update consumer information about their preferred mode of communication in one-to-one situations and receiving printed material. Examples: Would they prefer large print? voice recordings? braille? having something signed (can they see a video blog signed?) My understanding is that Microsoft Teams might be a link to use. Use of CART or notetakers? How to contact people who do not have email?

A: This information will be obtained during our Intake Meeting with Consumers.
5. It would be impossible to do the tech for everything but if consumers are aware, they can try to set up things on their end. I don't know if it is possible, but if their phones have a Bluetooth connection to their phones, perhaps some kind of Wi-Fi/phone interface?

A: Thank you for the feedback for future meetings!
6. Have printed materials ready ahead of time and send to consumers in a format that they have access to. I now some have good document readers for printed material

A: Thank you for the feedback for future meetings!
7. Plan some kind of meeting with consumers and SSP's--issues do come up and they can often be resolved with good communication. Perhaps quarterly? I am not sure--it would be good to ask everyone and also their preferred day/meeting time choices.

A: Our goal is to schedule quarterly meetings with Consumers and SSPs to gather feedback.
8. Suggest touching base with each consumer regularly. There are some that don't want to bring up issues or concerns in a group and would not initiate anything if it looks like a complaint. Talk store with some questions might be helpful. Perhaps the same for the SSP's. Not sure about frequency but certainly something soon.

A: Our goal is to schedule quarterly meetings with Consumers and SSPs to gather feedback.



9. Once paperwork is done, how long will it take to process payments to SSP's? Will it be by check or is automatic deposit a possibility?
A: Once your Reporting Packet is approved, an invoice will be generated and sent to DVR for payment. Once payment has been received, KS will issue payment to the SSP. SSP's will have the option to register for electronic payments or choose to receive physical checks. Payment information will be included within your Master Services Agreement (MSA) with Knowledge Services.
10. Accord: am I right in thinking the form still needs approval so needs to be accessed?
A: Correct, the insurance limits are still being finalized by the AG's Office. Once finalized, Knowledge Services will notify the SSP's. The insurance requirements will be included within your Master Services Agreement (MSA) with Knowledge Services. We will also provide SSP's with an updated sample Certificate of Insurance to assist with obtaining the required coverage.
11. Other forms: do you need something from the SSP's, e.g. an application or resume? Is there a form that needs to be signed to authorize the background check? (Trying to think of ways to speed up the process while waiting for documents and limit gap in services.) Hawaii Compliance Express has to wait for the insurance coverage to be in place? Proof of GE licensing?
A: Great question! There will be documents required to be completed by SSP's to join the MSP Program. As the documents (and the process) are finalized and approved by DVR, Knowledge Services will provide the documents to the SSP's to complete while onboarding under the MSP Program.
12. I really liked the ability to submit times and info via link like Isle Interpret does. Hoping that might be worked out eventually. In the mean time, do invoices have to be sent by regular mail? Or would emailing invoices be acceptable? What documentation do you need on the invoice?
A: Progress Reports (Exhibit H1) will be submitted to the SSP MSP Program through an electronic Form within our Vendor Management System (VMS), dotStaff Forms. Once the MSP Program Team reviews and approves the Progress Report, we will generate an invoice on your behalf and send it to DVR for payment processing.
13. Can a SSP provide services to two (2) Consumers at the same time?
A: No, service provision to the Consumer should be provided at a one(1)-to-one(1) ratio (i.e. One SSP to one Consumer).
14. Perhaps define that the mileage is for transporting clients? CSC had two types of mileage: one for driving clients and one for if the distance to the assignment was over eight (8) miles. I don't know if the second mileage is important because I don't know the locations of clients. In theory, it could affect the SSP's willingness to take on assignments where the client is more remote. Probably more something to keep in mind.
A: DVR will allow SSP to receive mileage reimbursement of \$10.00 per assignment when using their personal vehicle. This includes driving to/from assignment and/or transporting Consumer.
15. Also about the rate sheet but I think it came up at the meeting: is there a two hour minimum for assignments? Is there a norm for how to charge, eg. if an assignment runs two hours and ten minutes, should the SSP charge by the quarter hour? half hour? specify that holidays are State holidays?
A: The minimum duration for an assignment under the SSP Program will be two (2) hours. Services can be billed in quarter-hour increments.
16. Will DVR make the documents under the SSP Program Accessible for consumers?
A: DVR and KS are reviewing the options available to ensure SSP Program documents are accessible for Consumers.

17. Can SSP charge mileage when using personal vehicle to and from assignment, or only if transporting Deaf-Blind Consumer?

A: DVR will allow SSP to receive mileage reimbursement of \$10.00 per assignment when using personal vehicle. This includes driving to/from assignment and/or transporting Consumer.