



**State of Hawaii, Department of Human Services (DHS)
Division of Vocational Rehabilitation (DVR)
Managed Service Provider (MSP) Program**

**HIVRS Vendor Kickoff Meeting
April 2023**

Knowledge Services Overview



About Knowledge Services

Serving those who serve others

- Founded in 1994
- Certified WBE
- Proven MSP Program Expertise
 - MSP for State of Arizona, Colorado, Maine, Michigan, Missouri, Mississippi, Nevada, North Dakota, Rhode Island, Utah, and Wisconsin
- Workforce Management Experts
 - Managed Service Provider (MSP)
 - Vendor Management System (VMS) – dotStaff™



Industry Definitions



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- As the Managed Service Provider (MSP), Knowledge Services takes on primary responsibilities for sourcing, assignment and management of selected Vocational Rehabilitation services and manages the State's project/milestone deliverable work and vendor network.
- dotStaff™ is Knowledge Services' Vendor Management System (VMS) which is an internet-enabled workforce and project sourcing, timekeeping, milestone and invoicing application that enables us to procure and manage a wide range of services in accordance with the State's processes and rules.

Vocational Rehabilitation Objectives



Vocational Rehabilitation Objectives

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- Contract consolidation
 - Streamline procurement and contracting for VR services
 - Transparency of service provisions
 - Centralized invoicing
- Payment structure
 - Alignment with Dept. of Health DDD Waiver Services
- Provide VR Participants and vendors access to an open, continuous and robust network of services and service providers
 - Competitive solicitations
 - VR Participant retains authority in selecting vendor



HIVRS Vendor Pages



HIVRS Vendor Service Pages

- [HIVRS Vendor Page](#)
 - [Supported Employment Vendor Service Page](#)
 - [Job Coaching Vendor Service Page](#)

Implementation Timeline



Next Steps

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April 26, 2023

Opportunity for Vendors to submit feedback on draft versions of the Service Specifications (SS) & Exhibits for Supported Employment (SE) & Job Coaching (JC) due

May 15, 2023

Master Services Agreement (MSA) available for Vendors to complete for SE and JC

Week of June 19th, 2023

DVR Staff and Vendor Trainings in preparation for 7/1/23 'Go Live'

Week of July 10th, 2023

Opportunity for Vendors to review draft versions of the Service Specifications & Exhibits for Trial Work Experience (TWE)

August 4, 2023

Finalized Service Specifications due from DVR for TWE

September 15, 2023

Fully executed MSA due for TWE

October 1, 2023

'Go Live' of Trial Work Experience under the MSP Program

Finalized Service Specifications and Exhibits from DVR for SE and JC due

May 5, 2023

Fully executed MSA due for SE and JC

June 16, 2023

'Go Live' of SE & JC services under the MSP Program

July 1, 2023

Vendor Personnel Compliance submissions due for SE and JC

Opportunity for Vendors to submit feedback on draft versions of the SS & Exhibits for Trial Work Experience (TWE) due

July 21, 2023

Master Services Agreement (MSA) available for Vendors to complete for TWE

August 14, 2023

DVR Staff and Vendor Training in preparation for 10/1/23 'Go Live'

Week of September 18th, 2023

Vendor Personnel Compliance submissions due for TWE

October 20, 2023



Implementation Timeline for Supported Employment & Job Coaching

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Communication

- Ongoing Internal DVR Counselor & Users
- Ongoing External Vendor



Kickoff Meetings

- Vendor Kickoff Meeting: 4/12/23
- DVR Staff Kickoff Meeting: 4/27/23



Vendor Feedback

- Deadline to submit by April 26th, 2023



Vendor Enrollment

- Beginning week of May 15th, 2023
- Fully executed MSA with compliant COI due by June 16th, 2023



Vendor Program Training

- Beginning week of June 19th, 2023



Questions?



Contact Us

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Thank you!

