Cknowledge services

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

> HIVRS Vendor Kickoff Meeting April 2023

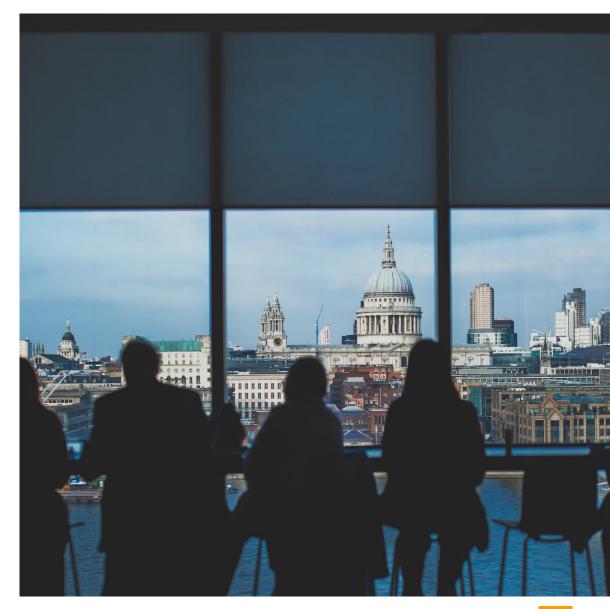
Knowledge Services Overview



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



Industry Definitions

- 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
 - <u>Supported Employment Vendor Service Page</u>
 - Job Coaching Vendor Service Page



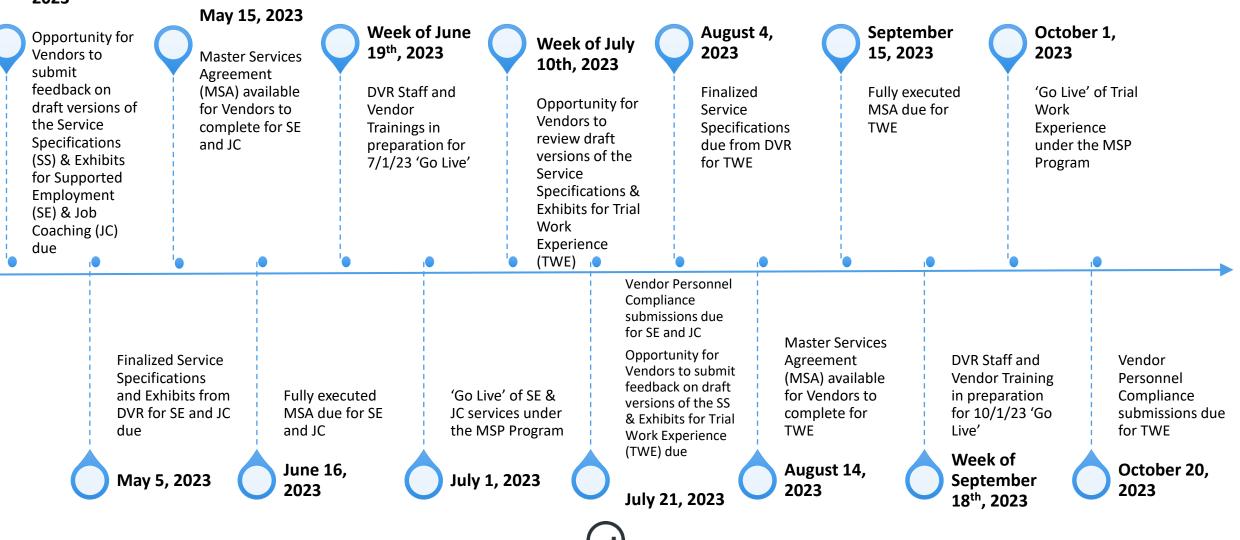
Implementation Timeline



Next Steps

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April 26, 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



Contact Us

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Thank you!

