# **C**knowledge 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

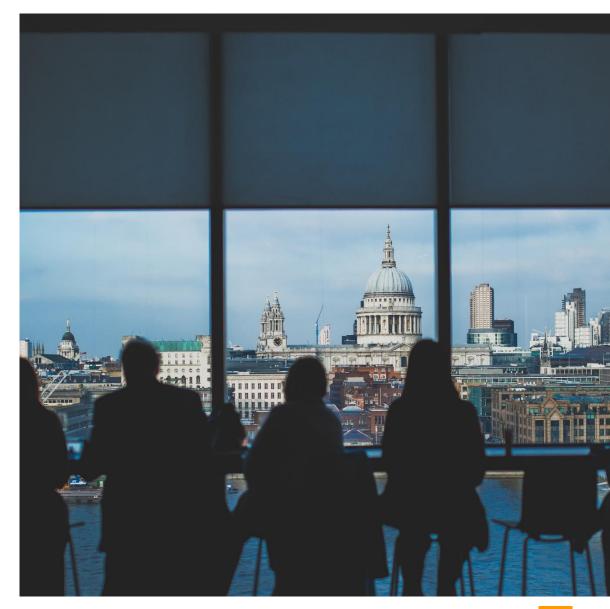
### **Knowledge Services Overview**



# **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<sup>™</sup>



## **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<sup>™</sup> 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



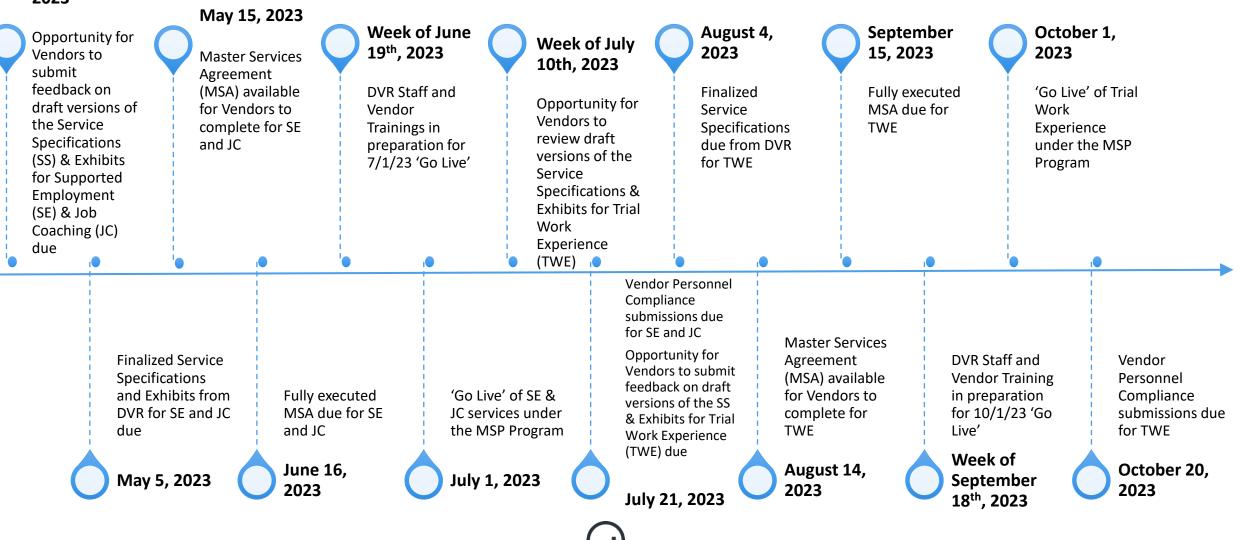
## **Implementation Timeline**



### **Next Steps**

### Serving those who serve others

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 26<sup>th</sup>, 2023



#### **Vendor Enrollment**

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



#### **Vendor Program Training**

• Beginning week of June 19<sup>th</sup>, 2023



### **Contact Us**

### **HIVRS MSP Program:**

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# Thank you!

