



Knowledge services

State of Hawaii

Department of Human Services (DHS)

Division of Vocational Rehabilitation (DVR)

VWATS-Adult Vendor Training

March 2024



Agenda

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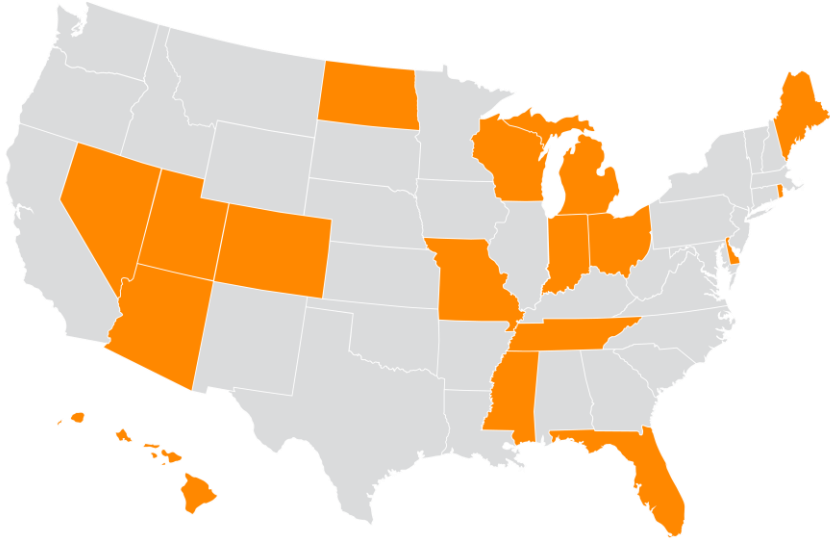




Capabilities



We continually add competencies and strengthen our expertise



Managed Services

- Health & Human Services
 - Inclusive of Voc. Rehab
- Staff Augmentation
- Statement of Work

Cyber Security Services

- StateRAMP Founding Member
- StateRAMP Project Management Office (PMO)
- Consulting Services

Workforce Management

- Flexible, Right-Sized and Knowledge Services
Managed

Staffing & Recruiting

- Direct and Contract-to-Hire
- Temporary Staffing
- Employer Of Record (EOR)

Survey Management

- NCI Surveys
- Multi-Modality
- Real-Time Reporting



Vocational Rehabilitation Objectives



Contract consolidation

- Streamline procurement and contracting for VR services
- Transparency of service provisions
- Centralized invoicing

Payment structure

- Based on DVR analysis of vendor proposed rates

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





Roles and Responsibilities



DVR Staff Services Office

- Develops and approves Service Specifications & associated Exhibits
- Establishes contractual requirements, insurance requirements & Vendor qualifications
- Reviews and approves service providers
- Coordinates training, guidance, program processes & workflows with Knowledge Services

Knowledge Services

- Subcontracts with the approved service providers/Vendor network
- Processes referrals and Purchase orders
- Communicates with the Vendor network & DVR Staff
- Validates compliance of the Vendor network/Vendor Personnel
- Reviews monthly Reporting Packets for invoicing



Roles and Responsibilities Cont.



DVR Staff/DVR Counselors

- Works directly with the VR Participant to identify and plan VR services
- Submits MSP New Participant Referral Form
- Assists VR Participant in choosing the appropriate Vendor to provide services
- Authorizes VR Participant services
- Reviews monthly Reporting Packets & invoice generated by Knowledge Services to approve for payment



Terminology



- Managed Service Provider (MSP)
- Vendor, Community Rehabilitation Provider (CRP)
- dotStaff™ Forms/VMS
 - DVR MSP New Participant Referral Form
 - DVR Service Opportunities
 - Vendor Willing to Provide Services
 - Service Summary Form
- Clearance Notification
- Rates for Services (curriculum vs WBLE)
- Reporting Packet



Vocational and Work Adjustment Training Services - Adult Overview



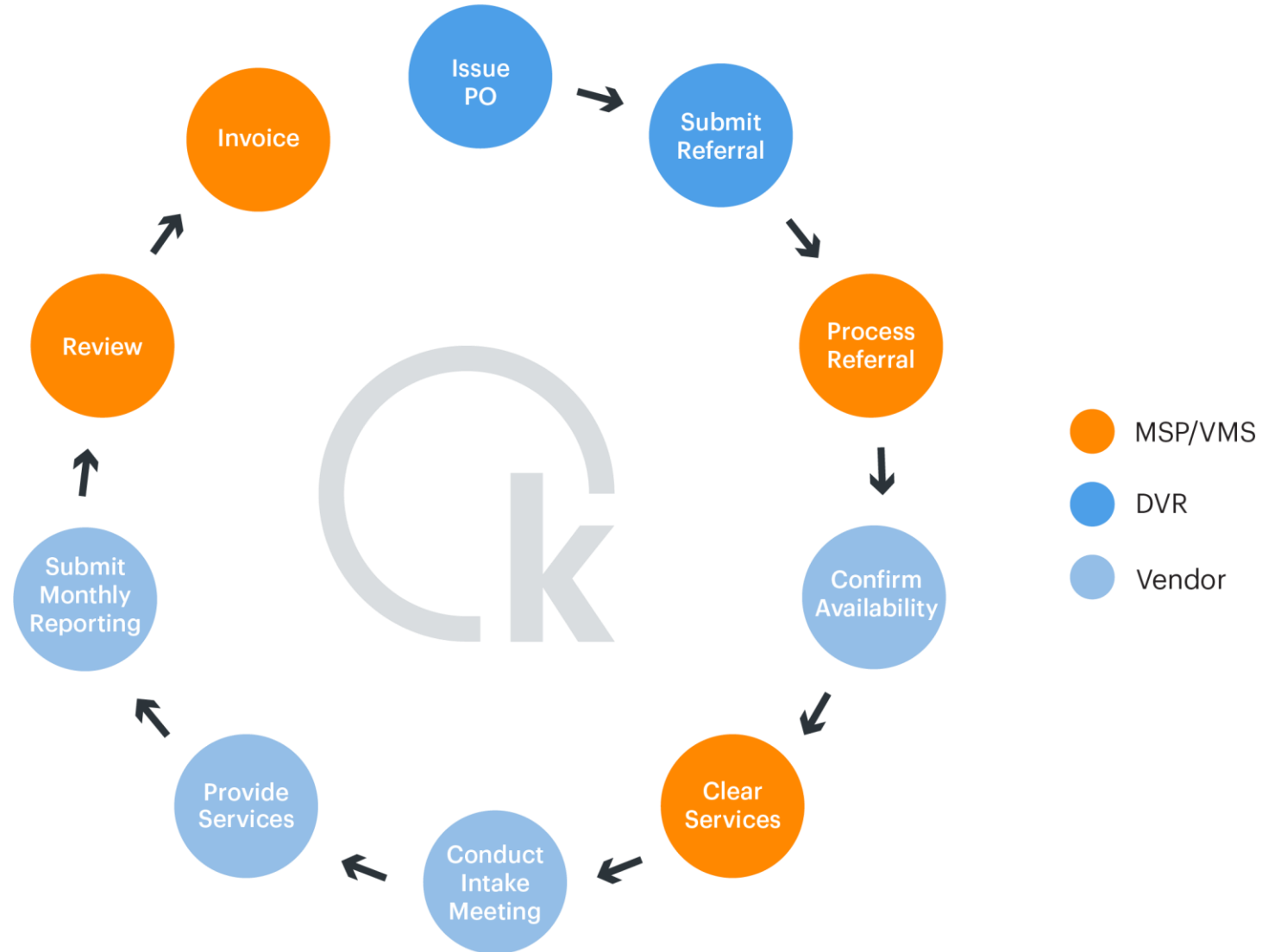
VWATS - Adult are for individuals who have a wide range of significant disabilities and are referred to by DVR. Services are to be individualized, consistent with the VR Participant's strengths, resources, priorities, concerns, abilities, capabilities, interests, and informed choice. VWATS provides classroom, facility, and/or community training to increase a VR Participant's interpersonal skills relating to basic traits and attitudes.

In the most integrated setting, VWATS consists of teaching the core work readiness/employability skills necessary for obtaining and maintaining employment as well as successful work behaviors and performance.



Process Workflow - Overall

Serving Those Who Serve Others





Referral for Services - New Participant Referral Form (NPRF)



Pre-Identified Vendor:	Open Referral (Non Pre-Identified Vendor):
1. DVR issues PO to obligate funding	1. DVR issues PO to obligate funding
2. DVR completes NPRF	2. DVR completes NPRF
3. DVR emails the signed PO to HIVRS@knowledgeservices.com immediately after the NPRF has been submitted to MSP	3. DVR emails the signed PO to HIVRS@knowledgeservices.com immediately after the NPRF has been submitted to MSP
4. MSP posts referral information (without Participant PII) in dotStaff™ Forms for identified Vendor to confirm their availability to provide services <ul data-bbox="76 911 1057 1071" style="list-style-type: none">▪ Vendors have 3 business days to submit their confirmation of ability to provide services in dotStaff™ Forms	4. MSP posts referral information (without Participant PII) in dotStaff™ Forms for Vendors to confirm their availability to provide services <ul data-bbox="1217 853 2458 1406" style="list-style-type: none">▪ Vendors have 3 business days to submit their confirmation of ability to provide services in dotStaff™ Forms▪ MSP verifies the Vendors who confirmed their ability to provide services and sends the list of available Vendors to DVR in an encrypted email▪ DVR reviews the Vendor list with the Participant▪ Participant may contact Vendors to determine compatibility▪ Participant selects Vendor and DVR notifies MSP via email



Vendor Receives Assignment/Clearance Notification



5. MSP will send the PO and NPRF to selected Vendor within one (1) business day as an encrypted email

- This is considered the Vendor's assignment notification/clearance email to initiate service provision
- If Vendor is no longer available to provide services at time of clearance, Vendor must notify the MSP within one (1) business day
- MSP will notify the DVR Counselor and confirm if the VR Participant has selected a secondary Vendor or if the referral should be opened to the approved Vendor Community

From: Mary Orantes Tamayo
Sent: Thursday, February 29, 2024 3:59 PM
To: Mary Orantes Tamayo
Cc: HI Vocational Rehabilitation Services
Subject: ENCRYPT - HIVRS MSP - New Participant Notification - Participant ID: 12345

Hello ABC Vendor Company,

Congratulations – your company has been selected by VR Participant, Patty Participant to provide Vocational and Work Adjustment Training Services (VWATS) – Adult. Attached you will find the purchase order clearing your company to initiate service provision and the DVR MSP New Participant Referral Form submitted by the DVR Counselor. Please reply once to this email communication with ALL the following details:

- Vendor Personnel who will be providing services:
- Date the anticipated Intake Plan Meeting was scheduled:
- Anticipated Intake Plan Meeting date:

We look forward to receiving your response by **(7 calendar days)**

As a reminder, the face-to-face or virtual Intake Plan Meeting must be scheduled within seven (7) business days from receipt of this assignment/email communication. Please contact the DVR Counselor if additional documentation or information is needed in order to schedule the Intake Plan Meeting within seven (7) business days. Services must be initiated within ten (10) business days once the Intake Plan Meeting has taken place.

Thank you,



Mary Orantes Tamayo
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P: 602-842-4155

E: maryo@knowledgeservices.com | knowledgeservices.com

3550 N. Central Ave., Suite 102 | Phoenix, AZ 85012





Vendor Coordinates Intake Plan Meeting



6. Vendor contacts DVR Counselor and VR Participant to arrange the Intake Plan Meeting

- Vendor is responsible for scheduling the Intake Plan Meeting with the DVR Counselor, VR Participant and, if applicable, the VR Participant's Guardian/representative, and VR Participant's Support Team within seven (7) business days after receipt of an assignment/clearance email from the MSP
 - Vendor replies to MSP clearance email, providing the MSP with the name of the Vendor Personnel who will be providing services, the date of the anticipated Intake Plan Meeting, and when the anticipated Intake Plan Meeting was scheduled
- Once cleared by the MSP, Vendors may contact DVR Counselors directly if additional information or documentation is needed in order to conduct the Intake Plan Meeting

7. Vendor, DVR Counselor, VR Participant, and if applicable the VR Participant's Guardian/representative, and VR Participant's Support Team meet to conduct the Intake Plan Meeting and complete the Intake Plan

- At a minimum, the following three (3) parties are required to be present - DVR Counselor, VR Participant, and Vendor



Vendor Initiatives Service Provision



8. Once the Intake Plan Meeting has taken place, Vendor proceeds to serving the VR Participant based on the Service Specifications and mutually agreed upon Intake Plan
 - Vendors are responsible for initiating service provision within ten (10) business days after completion of the Intake Plan Meeting
9. Vendors provide bi-weekly feedback to the DVR Counselor
10. If needed, Vendor emails DVR Counselor to requests additional hours or generate a new PO to extend services to the next calendar month (prior to exceeding the hours authorized and at least five (5) business days prior to expiration of PO)
 - If approved, DVR will amend the Purchase Order to increase hours or generate a new monthly PO to extend service provision
11. DVR will email amended PO's to HIVRS@knowledgeservices.com for processing.
 - MSP will send amended PO to Vendor within one (1) business day



Vendor Reporting and Invoicing



12. Vendor submits complete and accurate Service Summary and Reporting Packet to MSP
 - Reporting Packets are due within fifteen (15) calendar days following the end of each calendar month in which services was provided

13. MSP reviews the Service Summary and Reporting Packet within seven (7) calendar days
 - If complete and accurate, MSP enters into dotStaff™ Forms for invoicing
 - If corrections are required, MSP emails the Service Summary Submitter the corrections required through dotStaff™ Forms, requesting the Vendor to update the applicable Exhibit(s) and resubmit the full Reporting Packet in dotStaff™ Forms for review

14. Knowledge Services emails invoice and Reporting Packet to DVR based on Invoicing Information submitted on DVR MSP New Participant Referral Form



Vendor Reporting and Invoicing Cont.



15. DVR Counselor reviews and approves for payment within three (3) business days
16. Once approved by the DVR Counselor, the Fiscal Management Office (FMO) links the invoice approval to funding
17. Once approval is linked to funding, the Department of Administrative and General Services (DAGS) remits payment to Knowledge Services
18. Knowledge Services remits payment to Vendor

**If corrections are required to the invoice generated or the monthly reporting packet, DVR will notify Knowledge Services directly via email to HIVRS@knowledgeservices.com*

- Knowledge Services will notify the Vendor and work together to resolve the issues identified



Provider Qualifications Who Supervise Service



Demonstrate knowledge and competence by evidence of documented training and/or work experience, in the following areas:

- a) Disabilities Awareness to include the following areas of impairment: deafness, blindness, physical, cognitive (learning disabilities), brain injury, developmental/cognitive, serious mental illness, etc.;
- b) Barriers and issues that prevent individuals with disabilities (particularly severe disabilities) from entering and succeeding in the workplace;
- c) Strategies necessary for achieving successful, long-term employment outcomes for individuals with disabilities and how these strategies will lead to improved employment outcomes;
- d) Work Readiness and Employability Skills; and
 - Hold a Master's Degree in a related field (e.g., Rehabilitation Counseling, Psychology, Sociology, Education, etc.) with documentation of one (1) year of full-time employment working with individuals with disabilities; **or**
 - Hold a Bachelor's degree in a related field (e.g. Rehabilitation Counseling, Psychology, Sociology, Education, etc.) with documentation of three (3) years of full-time employment working with individuals with disabilities; **or**
 - Hold a high school diploma or G.E.D with documentation of seven (7) years of full-time employment working with individuals with disabilities



Service Provider Qualifications



Personnel who do not have the Supervisor qualifications, but who provide direct services under this Service Specification shall have a high school diploma or G.E.D and one (1) year of documented experience (preferably working with individuals with disabilities and involved in the provision of vocational rehabilitation services including job development and/or coaching).

These individuals must be under the direction and supervision of personnel who meet the criteria in 2.3.1.



Performance Standards: VWATS-Adult



Performance Standard #1 - Acceptance Rate: At a minimum, ninety percent (90%) of the VR Participants referred for services shall be accepted by the Vendor;

Performance Standard #2 - Completion Rate: At a minimum, ninety percent (90%) of the VR Participants who participate in the program shall acquire and demonstrate the Vocational and Work Adjustment Training Services - Adult Skills Appraisal Guide (Exhibit G1) Level 3 for each core work readiness/employability objective stated in the Intake Plan (Exhibit G2);

1. VR Participants who drop out of the program due to their dissatisfaction with the quality of the Vendor's service provision will be counted toward this Performance Standard.
2. VR Participants who drop out due to personal reasons, other than dissatisfaction with the Vendor's service provision, (e.g. medical reason, incarceration, closure by VR Counselor or other reasons that cannot be attributed to the quality of the Vendor's service provision, etc.) will not be counted toward this Performance Standard; and

Performance Standard #3 - Reporting: At a minimum, ninety percent (90%) of the initial Reporting Packets submitted through the MSP's program will be complete and accurate as defined by the MSP.



MSP Process Reminders and Key Tips



- Communication between DVR and the CRP community remains open
 - DVR Staff can communicate directly to CRP Staff
- Vendors have three (3) business days to confirm their ability to provide services in dotStaff™ Forms
- Vendors must schedule an Intake Plan Meeting within seven (7) business days after receipt of an assignment from the MSP
- Vendors must initiate Service provision within ten (10) business days after completion of the Intake Plan Meeting
- Once curriculum-based instruction has been completed, Vendor may provide WBLE, *if authorized by DVR*
- Vendors will submit their monthly Reporting Packets within fifteen (15) calendar days following the end of each calendar month directly to Knowledge Services
- Curriculum-based instruction will be billed on a monthly basis whereas WBLE will be billed upon completion of the authorized WBLE



Interpreting Services Procedures



- For Participants requiring Interpreting Services: Vendor contacts DVR to request Interpreting Services, providing the following information:
 - Date
 - Time
 - Location
 - Participant Name
 - Purpose of Meeting
 - Service(s) requested (i.e. ASL Interpreters – Remote/Onsite, VRI, CART)
- If approved, DVR will draft and issue a PO and send PO number to the vendor
- Vendor will request Interpreter Services at request@isleinterpret.com, ccin'g VR Counselor
- Isle Interpret will send DVR invoice upon completion of job. VR Counselor will confirm with Vendor that services were rendered. When confirmed, DVR will process invoice and pay Isle Interpret.



HIVRS VWATS-Adult Vendor Page



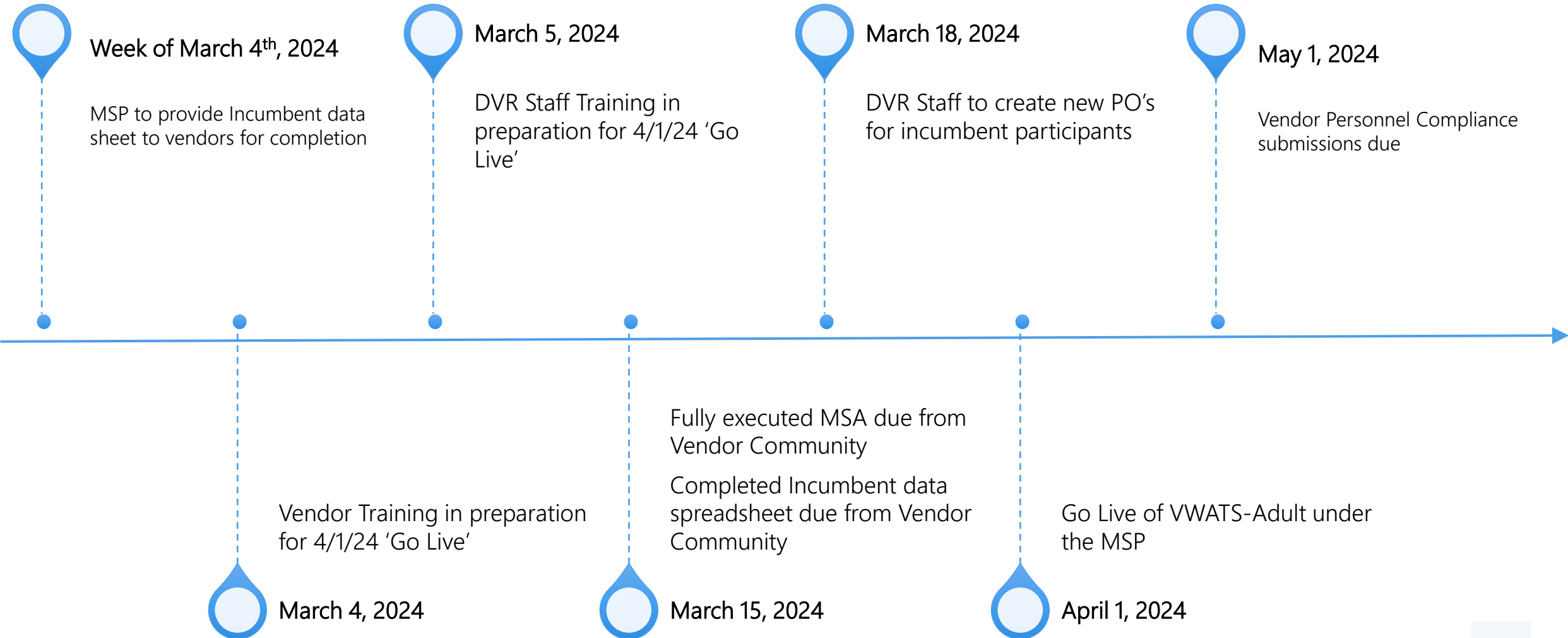
[VWATS-Adult Vendor Program Page](#)

Site includes:

- Service Specifications
- Exhibits
- Kickoff Presentation
- Program FAQ
- Training Material



Implementation Next Steps





Implementation Next Steps Cont.



- Vendors submit MSA, Compliant COI, W-9, and required certificates to Knowledge Services - *If not previously completed..*

- Vendors complete Vendor Personnel Compliance Form submissions for all Vendor Staff providing direct client services under the MSP Program by 5/1/2024
 - Includes: HireRight, TB Test, and Affirmation of Qualifications
 - A new HireRight submission is *not* required if previously completed under the MSP Program
 - If a negative TB test result has not been issued within the last 12 months, a new TB test with negative results is required



Contact Us



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knowledge services

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Committed to the State of Hawaii.

We are here to answer any questions you may have.
Thank you for the opportunity.