



Knowledge services

State of Hawaii

Department of Human Services (DHS)

Division of Vocational Rehabilitation (DVR)

HIVRS Vendor Training Meeting

June 2023



Agenda

- Introduction
- Capabilities
- Vocational Rehabilitation Objectives
- Roles and Responsibilities
- Terminology
- Service Overview
- MSP Process Overview
- HIVRS Vendor Pages
- Implementation Timeline/Next Steps
- Q&A

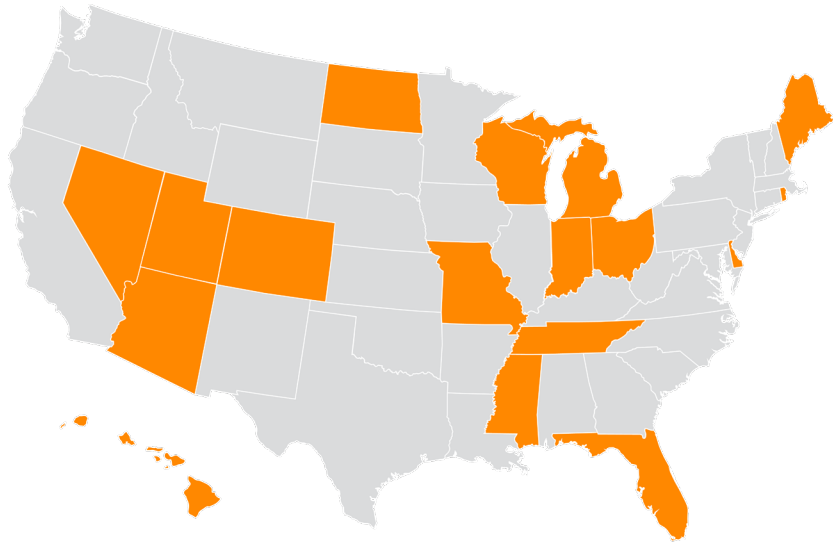




Capabilities



We continually add competencies and strengthen our expertise



Managed Services

- 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



Meet Our Team

Serving Those Who Serve Others



Samantha Villegas

Account Manager



Hailey Naramore

Delivery Manager



Mary Orantes Tamayo

VRS Team Lead



Khadijah Muhammad

VRS Client Service Representative



Jenna Lentz

Project Manager



Bill Evans

Senior Vice President



Vocational Rehabilitation Objectives



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





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)
- dotStaff™ Forms/VMS
 - DVR MSP New Participant Referral Form
 - DVR Service Opportunities
 - Vendor Willing to Provide Services
 - Service Summary Form
- Rates for Services (Big Island, Other Islands, Virtual/Remote)
- Clearance Notification
- Reporting Packet



Supported Employment (SE): Service Overview



SE refers to competitive integrated employment in an integrated work setting in which an individual or youth with a most significant disability is working toward employment that is individualized and customized consistent with the unique strengths, abilities, interests and informed choice of the VR Participant with ongoing support services, and for whom competitive integrated employment has not historically occurred.



Job Coaching (JC): Service Overview



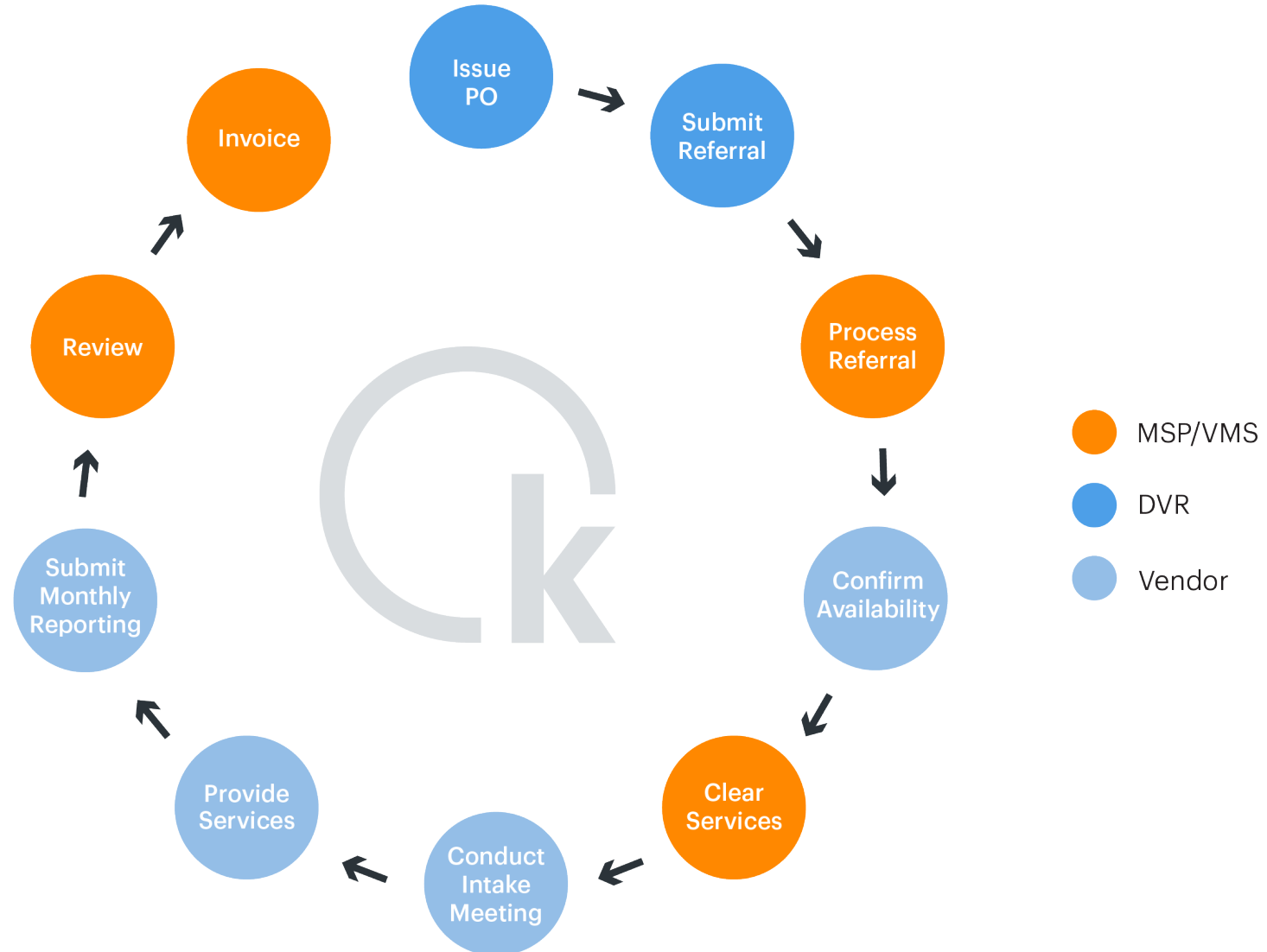
JC is the use of structured intervention techniques to assist the VR Participant in learning how to perform job duties and/or accessing the technology necessary to perform work related tasks.

JC is provided to a VR Participant who has been placed in competitive employment in an integrated work environment which requires temporary support in order to maintain and/or stabilize the placement and enhance job retention.



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 1068" 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 1410" 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, June 15, 2023 1:59 PM
To: 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 Supported Employment (SE). 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

VRS Team Lead

P: 602-842-4155

E: maryo@knowledgeservices.com | [knowledgeservices.com](https://www.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
- If applicable and 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 extend the end date on the PO (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 extend the end date of authorized 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 the DVR Counselor



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 at HIVRS@knowledgeservices.com*

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



Performance Standards: Supported Employment



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 accepted by the Vendor shall secure a job placement and maintain employment for at least ninety (90) days, in alignment with the specified VR Participant Area of Interest/Vocational Goal identified on the Intake Plan (Exhibit D1);

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.



Performance Standards: Job Coaching



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 accepted by the Vendor shall successfully maintain and/or stabilize in their competitive employment, or ninety percent (90%) of Participants accepted by the Vendor shall successfully complete a Work Based Learning Experience (WBLE);

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.



Adding New Vendor Personnel



- Candidate applies online at www.fieldprinthawaii.com for a fingerprint-based background check (if not completed within the last 6 months)
 - As part of the application, the applicant will schedule a date, time, and location for the fingerprint check
- Candidate receives a TB Test (if not completed within the last 6 months)
 - Vendor will be required to provide the date in which the last negative TB Test results were received
- Vendor submits HireRight package for Candidate
- Vendor submits the Vendor Personnel Compliance Form to Knowledge Services
- MSP Program Team sends clearance email to Vendor once FieldPrint and HireRight results have been obtained, clearing the candidate to begin working with DVR Participants for the identified service(s)

*Vendors are responsible for all vetting of personnel and maintaining documentation:
Documentation for Vendor Personnel can be requested at any time by DVR or Knowledge Services



October 2023: Supported Employment Bootcamp



DVR will be hosting a Supported Employment Bootcamp in October 2023, to provide an Overview of Supported Employment and Job Coaching Services.

This Bootcamp will be a “warm up” that initiates the ACRE Training

- ACRE Training is anticipated to take place in January 2024.

This Bootcamp will be free to Vendors.



MSP Process Reminders



- Vendors have three (3) business days to confirm their ability to provide services in dotStaff™ Forms
- Vendors must schedule an Intake 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
- Monthly Reporting Packets are due by the 15th day of the following calendar month as single PDF
 - DVR will not accept invoices for services submitted more than forty-five (45) calendar days after the end of the Federal Fiscal Year in which the Purchase Order was issued



HIVRS Vendor Service Page Links



[HIVRS Vendor Page](#)

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

Sites include:

- Program Information
- dotStaff™ Form Training Material
- Service Specifications
- Exhibits



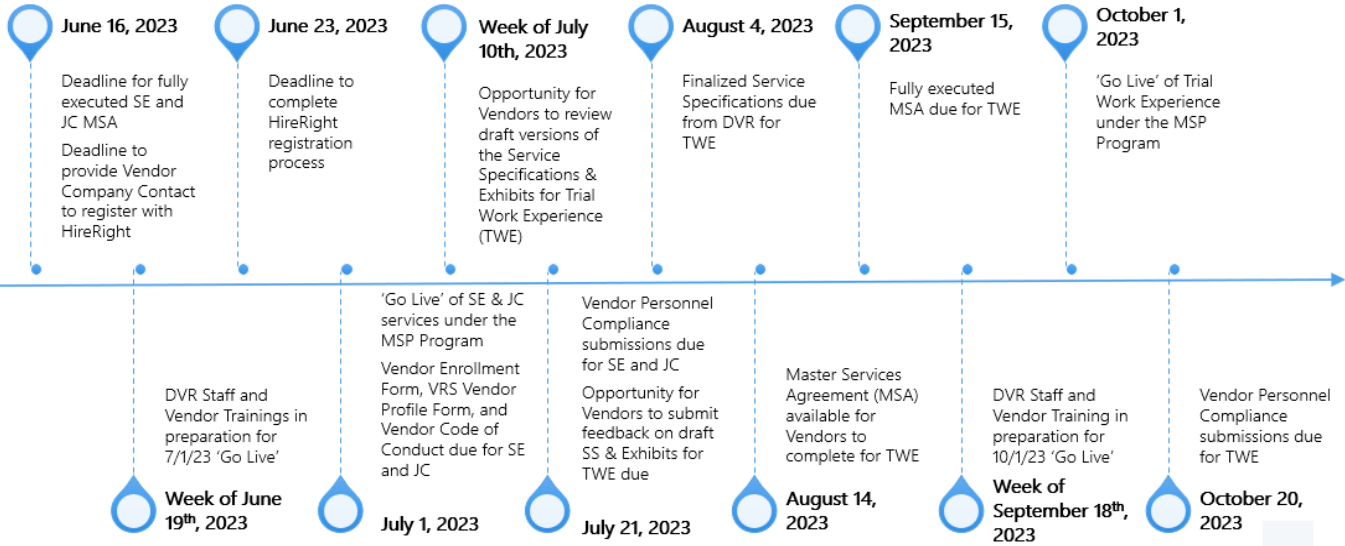
DotStaff™ Forms Demo Agenda

- DVR Service Opportunities
- Vendor Willing to Provide Services
- Service Summary Form





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 the HireRight registration process by 6/23/2023 - *If not previously completed.*
- Vendors complete the Vendor Enrollment Form, VRS Vendor Profile Form, and Vendor Code of Conduct by 6/30/2023 - *If not previously completed.*
- Vendors complete Vendor Personnel Compliance Form submissions for all Vendor Staff providing direct client services under the MSP Program by 7/21/2023
 - Includes: FieldPrint Fingerprint-based Background Check, HireRight, TB Test, and Affirmation of Qualifications



Contact Us



Samantha Villegas
Account Manager

SamanthaV@knowledgeservices.com



Hailey Naramore
Delivery Manager

HaileyN@knowledgeservices.com



Mary Orantes Tamayo
VRS Team Lead

MaryO@knowledgeservices.com



Khadijah Muhammad
VRS Client Service Representative

khadijahmuhammad@knowledgeservices.com



knowledge services

Affordable. Experienced. Flexible. Proven.

Committed to the State of Hawaii.

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