



# Knowledge services

State of Hawaii

Department of Human Services (DHS)

Division of Vocational Rehabilitation (DVR)

HIVRS Vendor Training Meeting

September 2023





## Agenda

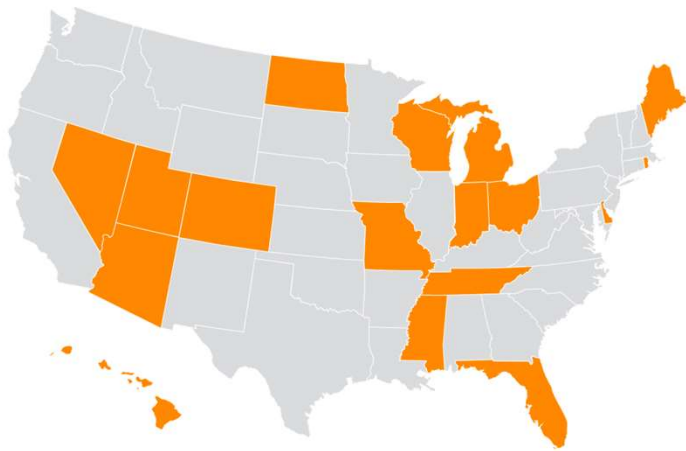
- Introduction
- Capabilities
- Vocational Rehabilitation Objectives
- Roles and Responsibilities
- Terminology
- Service Overview
- MSP Process Overview
- HIVRS Vendor Pages
- Implementation Timeline/Next Steps
- Q&A





# 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





## Vocational Rehabilitation Objectives



### Contract consolidation

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

Provide VR Clients and Vendors access to an open, continuous and robust network of services and service providers

- Competitive solicitations
- VR Client 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 Client to identify and plan VR services
- Submits MSP New Participant Referral Form
- Assists VR Client in choosing the appropriate Vendor to provide services
- Authorizes VR Client 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







## Trial Work Experience (TWE): Service Overview



TWE is an exploration of a VR Client's ability, capability and capacity to perform work duties in realistic, integrated work setting(s) for the purposes of eligibility decision, and is used for those VR Clients who require further assessment to determine eligibility for VR services.

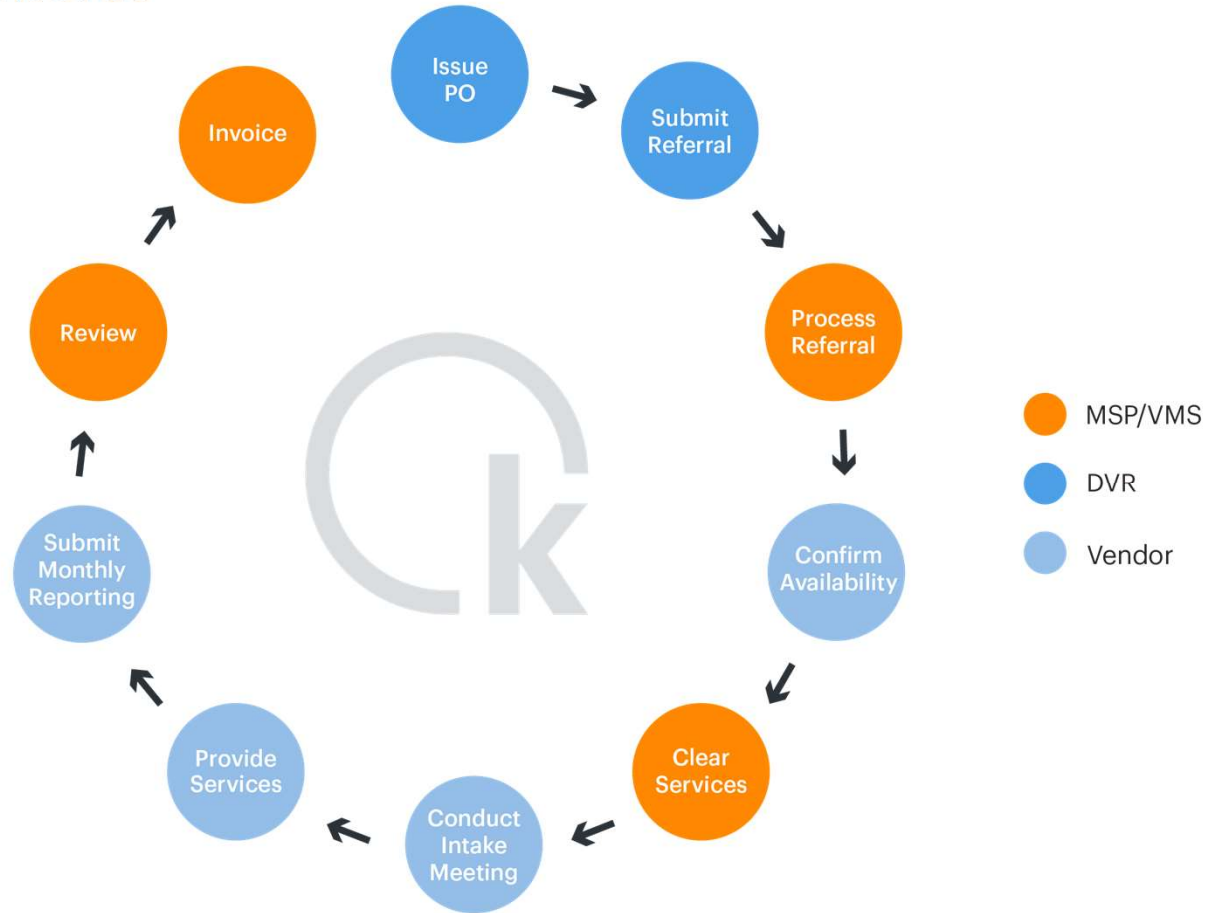
Trial Work Experience consists of TWE services, in the most competitive and integrated setting, which consist of short-term unpaid or paid trial work experiences which are designed to measure a VR Client's eligibility for VR services, short term should be for a period not to exceed 90 hours in a single work setting, and includes supported employment, on-the-job training, and other experiences using realistic work settings.





# Process Workflow - Overall

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# 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 <a href="mailto:HIVRS@knowledgeservices.com">HIVRS@knowledgeservices.com</a> immediately after the NPRF has been submitted to MSP	3. DVR emails the signed PO to <a href="mailto:HIVRS@knowledgeservices.com">HIVRS@knowledgeservices.com</a> immediately after the NPRF has been submitted to MSP
4. MSP posts referral information (without Client PII) in dotStaff™ Forms for identified Vendor to confirm their availability to provide services <ul style="list-style-type: none"> <li>▪ Vendors have 3 business days to submit their confirmation of ability to provide services in dotStaff™ Forms</li> </ul>	4. MSP posts referral information (without Client PII) in dotStaff™ Forms for Vendors to confirm their availability to provide services <ul style="list-style-type: none"> <li>▪ Vendors have 3 business days to submit their confirmation of ability to provide services in dotStaff™ Forms</li> <li>▪ MSP verifies the Vendors who confirmed their ability to provide services and sends the list of available Vendors to DVR in an encrypted email</li> <li>▪ DVR reviews the Vendor list with the Client</li> <li>▪ Client may contact Vendors to determine compatibility</li> <li>▪ Client selects Vendor and DVR notifies MSP via email</li> </ul>



## 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 Client has selected a secondary Vendor or if the referral should be opened to the approved Vendor Community

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**From:** Mary Orantes Tamayo  
**Sent:** Monday, August 28, 2023 2:30 PM  
**To:** HI Vocational Rehabilitation Services  
**Subject:** ENCRYPT - HIVRS MSP - New Client Notification - Participant ID: 12345

Hello ABC Vendor Company,

Congratulations – your company has been selected by VR Client, Carmen Client to provide Trial Work Experience (TWE). 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 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. Within ten (10) business days following the Intake Plan Meeting, utilize referral documentation and the Intake Plan (Exhibit F1) to identify and establish location(s) in which to conduct TWE that are appropriate to VR Client's disability related needs in the most competitive and integrated setting/work location possible. Vendor must initiate the assessment within three (3) business days from the agreed upon service start date after identifying the TWE location.

Thank you,



**Mary Orantes Tamayo**

**VRS Team Lead**

P: 602-842-4155

E: [marvo@knowledgeservices.com](mailto:marvo@knowledgeservices.com) | [knowledgeservices.com](http://knowledgeservices.com)

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





## Vendor Coordinates Intake Plan Meeting



6. Vendor contacts DVR Counselor and VR Client to arrange the Intake Plan Meeting
  - Vendor is responsible for scheduling the Intake Plan Meeting with the DVR Counselor, VR Client and, if applicable, the VR Client's Guardian/representative, and VR Client'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 Client, and if applicable, the VR Client's Guardian/representative, and VR Client'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 Client, and Vendor





## Vendor Initiatives Service Provision



8. Once the Intake Plan Meeting has taken place, Vendor proceeds to serving the VR Client based on the Service Specifications and mutually agreed upon Intake Plan

- Within ten (10) business days following the Intake Plan Meeting, Vendors are responsible to identify and establish location(s) in which to conduct TWE
- Vendors must initiate the assessment within three (3) business days from the agreed upon service start date after identifying the TWE location.

9. 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

10. DVR will email amended PO's to [HIVRS@knowledgeservices.com](mailto:HIVRS@knowledgeservices.com) for processing.

- MSP will send amended PO to Vendor within one (1) business day





## Vendor Reporting and Invoicing



11. Vendor submits complete and accurate Service Summary and Reporting Packet to MSP
  - Within five (5) business days after completion of the Intake Plan Meeting, submit to the MSP a complete and accurate Intake Plan and Service Summary
  - Within five (5) business days after completing the TWE Assessment, submit to the MSP the final TWE Assessment Report and Service Summary
  - Within fifteen (15) calendar days following the end of each calendar month, submit to the MSP the interim TWE Assessment Report and Service Summary
  
12. 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
  
13. Knowledge Services emails invoice and Reporting Packet to the DVR Counselor





## Vendor Reporting and Invoicing Cont.



14. DVR Counselor reviews and approves for payment within three (3) business days
15. Once approved by the DVR Counselor, the Fiscal Management Office (FMO) links the invoice approval to funding
16. Once approval is linked to funding, the Department of Administrative and General Services (DAGS) remits payment to Knowledge Services
17. 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](mailto:HIVRS@knowledgeservices.com)*

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







## Performance Standards: Trial Work Experience



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

**Performance Standard #2 - Completion Rate:** One hundred percent (100%) of VR Clients who participate in the program shall have a written final TWE Assessment Report (Exhibit F2) submitted to VR Counselor through the MSP within five (5) business days of completion of the assessment;

**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](http://www.fieldprinthawaii.com) for a fingerprint-based background check
  - 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 12 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 Clients/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





## MSP Process Reminders



- Vendors have three (3) business days to confirm their ability to provide services in dotStaff™ Forms
- Within ten (10) business days following the Intake Plan Meeting, Vendors are responsible to identify and establish location(s) in which to conduct TWE
- Vendors must initiate the assessment within three (3) business days from the agreed upon service start date after identifying the TWE location.
- Monthly Reporting Packets are due by the 15<sup>th</sup> day of the following calendar month as single PDF
  - Within five (5) business days after completion of the Intake Plan Meeting, submit to the MSP a complete and accurate Intake Plan and Service Summary
  - Within five (5) business days after completing the TWE Assessment, submit to the MSP the final TWE Assessment Report and Service Summary
  - 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](#)

- [Trial Work Experience Service Page](#)

Sites include:

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





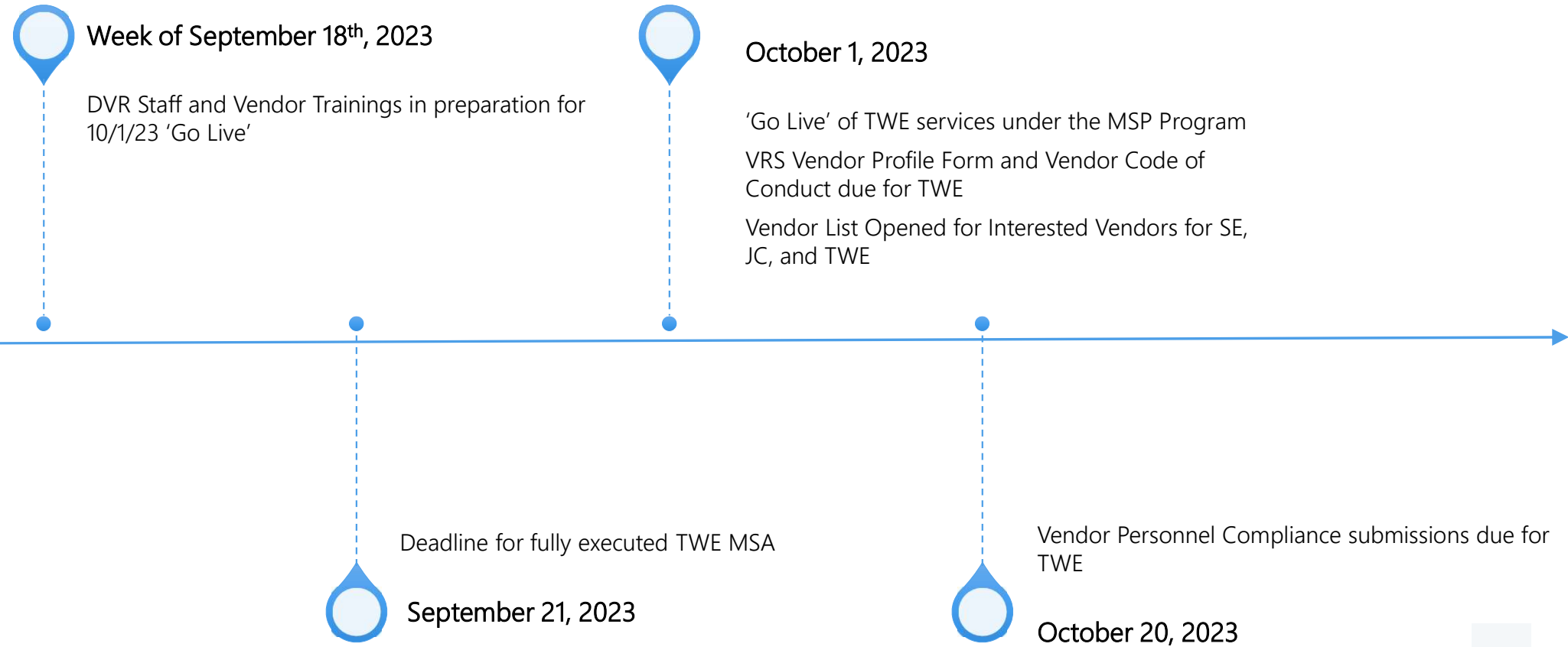
## DotStaff™ Forms Demo Agenda

- 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 VRS Vendor Profile Form and Vendor Code of Conduct by 9/29/2023 - *If not previously completed.*
- Vendors complete Vendor Personnel Compliance Form submissions for all Vendor Staff providing direct client services under the MSP Program by 10/20/2023
  - Includes: FieldPrint Fingerprint-based Background Check, HireRight, TB Test, and Affirmation of Qualifications





## 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.