



HIVRS MSP PROGRAM- SUPPORTED EMPLOYMENT(SE) AND JOB COACHING (JC)

FREQUENTLY ASKED QUESTIONS (FAQ)

1. What is the application process to become an official vendor? It seems we will be grandfathered in but will have to go through an official process and provide documentation later? This is not clear.

A: Incumbent vendors will be invited to join the MSP Program to provide/continue to provide Supported Employment (SE) and Job Coaching (JC) services, effective 7/1/2023. Vendors will be required to complete the onboarding process with Knowledge Services, which includes completing a Master Services Agreement with KS (attaching required documents, such as compliant COI, W-9, etc.), and completing the Vendor Personnel Compliance Process, in addition to completing additional Forms which will be discussed in depth during the June training sessions.
2. If an agency facilitates a placement, can that same agency report to the VRS and ask that the client be referred to another agency for job coaching only?

A: Participant must maintain informed choice as to which provider they would like to receive services through. If the participant agrees to transitioning services to a new provider, then this may be approved by the Counselor.
3. Is this the same as long-term support? Does the long-term support need to be identified before service begins? If not, then at what point before placement?

A: Extended Services differ from long-term support. Please see question 9 in the RSA Frequently Asked Questions About Supported Employment.
4. What is the billing amount per 15min? I cannot propose for staffing unless I know the exact dollar amount of income the services will generate.

A: Please view the finalized Rate Sheet for Supported Employment and Job Coaching found on the specific MSP Service Page(s).
5. Is the request for JC hours to be requested monthly? This will mean a new issued PO once a month?

A: Although billing will need to be submitted on a monthly basis, Vendors should provide Counselors with bi-weekly updates on the progress of service provision. If additional hours are needed, please request the additional hours when providing updates to the Counselor to ensure additional hours are authorized before the PO is exhausted, resulting in services being non-billable. PO's may be issued monthly or may encompass through multiple months.
6. How will the MSP address the lack of referrals for SE services?

A: Although the MSP processes referrals for DVR once services are approved, DVR Staff are building outreach into everything they do, including at local high schools.



7. Providing Accessibility: How does the hourly rate take into consideration differences in interpreting or AT expenses?
A: Interpreting and AT expenses are separate services/contracts outside of the MSP. For this reason, the costs will not be included under the MSP Program.
8. All PO adjustments and changes go through the MSP. Are the adjustments in POs going through the MSP for a service approval or recorded billing adjustment for budget tracking? This may hurt the client if the process will now take longer for the adjustment because it could leave them temporarily with no service, such as a job coach.
A: PO's, along with their corresponding amendments/adjustments will continue to be approved by DVR but will be sent to the MSP for processing to the Vendor Network (which allows the MSP to record for billing purposes). The MSP will have 1 business day to process a PO, once received from DVR. The goal is not to delay services due to the MSP, but to assist with tracking, billing, etc.
9. Service Provider (Vendor) Qualifications Requirement: ACRE Training - Is an ACRE certified staff member considered qualified to train both employment specialists and job coaches? Or do all staff, including job coaches, need to be officially ACRE certified? If yes, this could be costly due to the potential high turnover of job coaches, does the hourly rate include this expense?
A: DVR is working on providing low-cost ACRE Training. Please note: DDD requires the same ACRE Training. Additional information will be discussed during the upcoming Vendor Training in June.
10. Service Standards of 90%. A 90% acceptance rate with no room for unforeseen circumstances seems inflexible. If a vender is in good standing and operating in good faith, can the vender apply for a temporary deferment of applicants?
A: The acceptance rate is based on when a Vendor confirms their ability to provide services to the Participant through the MSP Program, is cleared to provide services by the MSP, then rescinds their ability to provide services. If a vendor cannot provide services to a participant at time of referral, the vendor should not confirm their ability to provide services/accept the referral through the MSP Program. Please note: The referral process will be discussed in-depth during the upcoming June training.
11. A placement rate of 90% is not realistic under the current state system and employment climate. In our experience it is closer to 65%. It is concerning that this is not a smart goal and will be an unattainable disappointment to vender staff. As we work to change the system and mindset in Hawaii can we set the percentage goal lower and build on it once the lower percentage goal is met?
A: The goal for 90% is to strive for all participants to achieve a successful placement, to encourage vendors and DVR staff to be engaged to meet this 90% success rate.

12. Reporting - What is the extent of the bi-weekly reporting to DVR? Is an email update sufficient?
A: The bi-weekly reporting format will depend on the needs of the Counselor, Participant, and Vendor. If a participant would like to have bi-weekly meetings, then an email may not be sufficient. This truly will be dependent on the needs of the individuals.
13. Job coaching for a whole month at 100% may be long for both the employee and employer, can this be cut shorter, if the client and team agree? Furthermore, that length of 100% required for all SE clients will increase the likelihood of many clients needing job coaching at once. This may cause a shortage of job coaches and hurt those clients that absolutely require 100% for that length of time.
A: This requirement is truly required by law. Participants must start at 100% but may be decreased by the individual's performance. If changes are needed, this must be documented and approved by DVR before changes can be made.
14. Recommend notification be provided within one business day.
A: This change has been made to the Service Specifications for both SE and JC services.
15. Recommend allow the Supervisor(s) to complete ACRE certified training within 2 years (same as Employment Specialists and Job Coaches). OR provide 1 year to complete the training for supervisors.
A: DVR is matching the DD Waiver standards, and cannot adjust the terms, which are 2 years.
16. Recommend adding clarification regarding the 2 years. Example, 2 years from contract start date for existing employees and 2 years from date of hire for new employees. (Or something similar to clarify the question "within 2 years of what"?)
A: DVR is matching the DD Waiver standards and cannot adjust the terms. Under the MSP Program, this means: 2 years from July 1, 2023, for incumbent Vendor Representatives. For new staff providing services under the MSP Program, they will have 2 years from their hire date.
17. Will vendor performance results also be shared with the vendor? If so, recommend language be added in this section to reflect that. Also, would recommend including how often/frequency performance results will be provided to the vendor.
A: The MSP program will be happy to provide ad hoc reporting to the vendor network (specific to the vendor company) when requested. Please contact the MSP Program Team for additional information.
18. Is the payment/reimbursement rate to the vendor the same for each means of service delivery (face-to-face, video conference, phone call)?
A: This will be based on the services authorized and location of the participant. Vendors are required to document the service provision on the appropriate standardized State Exhibit to detail the service provision and its associated cost. Please note: There will be no duplicate billing for multiple participants during the same date/time of service provision.

19. How often is deemed appropriate in submitting verification of staff qualifications? May want additional clarification here.
A: DVR will match DD Waiver policy for verification of staff qualifications. Additional information on the Vendor Personnel Compliance process will be discussed during the June Vendor Training.
20. Will there be a standard report form provided that can be used for the written report of unusual incidents?
A: Yes, Exhibit C2 - Incident Report will be used for report of unusual incidents.
21. We love the fillable form. It makes it easier to know exactly what information you need from us.
A: Thank you very much for your positive feedback!
22. We were thinking that the sections of LEGAL issues from the SELF-IDENTIFIED should be separated.
A: Spacing has been updated, in addition to section header for both Exhibit D1 and E1.
23. We also have a question about the Pre-Employment section, Questions 1-5 "Pick and choose"? and the Objective 4-5 are specific to Client. Would BENEFITS COUNSELING fit in Objectives 4&5?
A: No, Benefits Counseling is not an appropriate objective/service for SE.
24. SS: 2.2.5 Job Coaching Services for Students with Disabilities (SWD) "2. Given Job Coaching for SWD Participants in Pre-ETS WBLE are unlikely to fade due to the short-term nature of the work experience, the number of Job Coaching hours authorized shall not exceed the number of hours the SWD Participant works, up to one hundred twenty (120) hours for a single work experience, without DVR approval." Per the current Vocational Work adjustment Training Services Contract (DHS-19-VR-0019) Students in Pre-ETS WBLE may work for 19 hours per week for up to 12 weeks, for a total of two hundred twenty-eight 228 hours for a single WBLE. Should a student require job coaching for the full duration of a WBLE, Vendors will need to seek DVR approval to exceed the 120 hours of Job Coaching for a single work experience?
A: The 120 hours is set based on the FLSA requirement. For additional clarification, please review the Field Operations Handbook - Chapter 64 from the U.D. Department of Labor, section 64c08.
25. Participant Current Employer" field should also include the name, title, and contact information of the participant's direct supervisor.
A: Added to Exhibit E1:
- Employer's Contact Person
 - Employer's Contact Person Job Title
 - Employer's Contact Phone Number or Email Address

26. Work Schedule should also include start and end times for each scheduled workday as this may vary by the day.

A: This has been added to Exhibit E1

27. Service Objectives Progress- We request a 5th row in the table "Enter participant's actual hours of attendance for the reporting month:" to also include Job Coach Hours. This would help track Job Coach hours provided before or after the participant begins working that day and accounts for hours of participant work when Job Coaching was not provided. This addition will also track the percentage of Job Coaching provided per month after the first month of one hundred percent (100%) Job Coaching.

A: The calendar's time in/time out and total hours per calendar date are present for the vendor to document the specific billable hours provided to the participant by the vendor representative. Vendors are welcome to document additional details, such as specific Job Coaching Hours under each Service Specific Objective (Describe daily activities and service provided during this reporting period).

28. SS: "2.2.3 Provide training and instruction necessary for the VR Participant to develop the skills stated in Intake Plan." Expanding on the Pre-Employment Skills and Activities, specifically Independent Living Skills, would help us better understand what training is available through Supported Employment Services and what training would fall under Pre-Employment Transitions Services (Pre-ETS) and/or Vocational Work Adjustment Training Services.

A: These services (Pre-ETS and VWATS) are outside of this contract. This information is provided so that the Vendor is aware of, and can work around, the participants' other commitments. This section of the Intake Plan and Service Specifications has been removed. The information will be found on the referral form submitted by the DVR Counselor.

29. Is there a maximum duration of Pre-Employment Skills and Activities?

A: Yes, until the day of the participant's 22nd birthday.

30. Would the Discovery Process of Customized Employment be considered a Pre-Employment Skills and Activities category?

A: No.