



# knowledge services

**Benefits Planning & Counseling Services**

State of Hawai'i

Kickoff Meeting - September 2026



# Kickoff Meeting | Agenda



- Knowledge Services Overview
- Roles & Responsibilities
- Industry Definitions
- Vocational Rehabilitation Objectives
- HIVRS MSP Program Service Page
- Next Steps | Implementation Timeline
- Questions | Discussion
- Contact Us



# Kickoff Meeting | Knowledge Services Overview



## Managed Services

- Staff Augmentation
- Statement of Work
- Human Services

## Workforce Management

- Project-based Solutions
- Program-based Solutions

## Survey Management

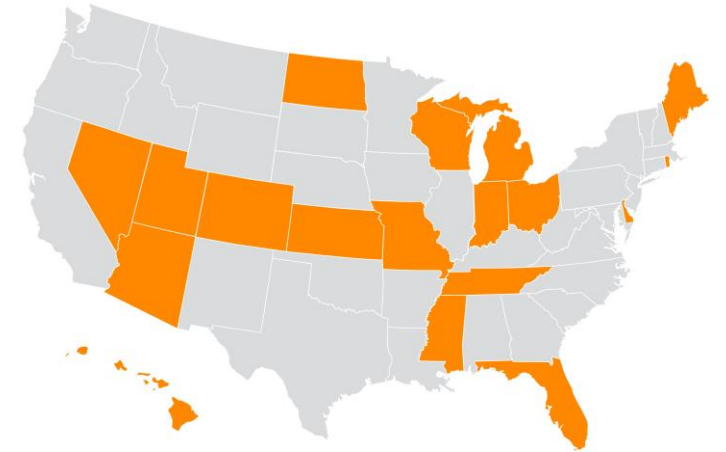
- Development + Design
- Administration + Collection
- Analytics + Report of Findings

## Staffing + Recruiting

- Direct + Contract-to-Hire
- Temporary Staffing
- Employer of Record (EOR)

## Cybersecurity Services

- Consulting & Advisory Services
- RAMPxchange Cyber Marketplace
- StateRAMP Founding Member + PMO



**Serving Those Who Serve Others**  
Founded in 1994 | WBE



# Roles & 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

## DVR Staff/DVR Counselors

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



## Roles & Responsibilities (cont.)



### Community Rehabilitation Provider (CRP/Vendor)

- Subcontracted to provide specific DVR services
- Reviews DVR referrals to confirm ability to provide services
- Coordinates and provides authorized services
- Documents service provision and submits through the MSP monthly Reporting Packets
- Communicates participant case updates directly to DVR Staff/ DVR Counselors, requests changes to Purchase Orders, if applicable

### Knowledge Services (MSP)

- 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



## Kickoff Team | Industry Definitions



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 approved CRP network.

dotStaff™ Forms is Knowledge Services' **Vendor Management System (VMS)** which is an internet-enabled workforce, 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.



# Kickoff Meeting | Vocational Rehabilitation Objectives



## Contract consolidation

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

## Payment structure

- Allows Community Rehabilitation Providers' (CRPs) to propose competitive rates for DVR analysis

## Provide VR Participants and CRP's access to an open, continuous and robust network of services and service providers

- Competitive solicitations
- VR Participant retains authority in selecting CRP



# Kickoff Meeting | HIVRS MSP Program Vendor Page

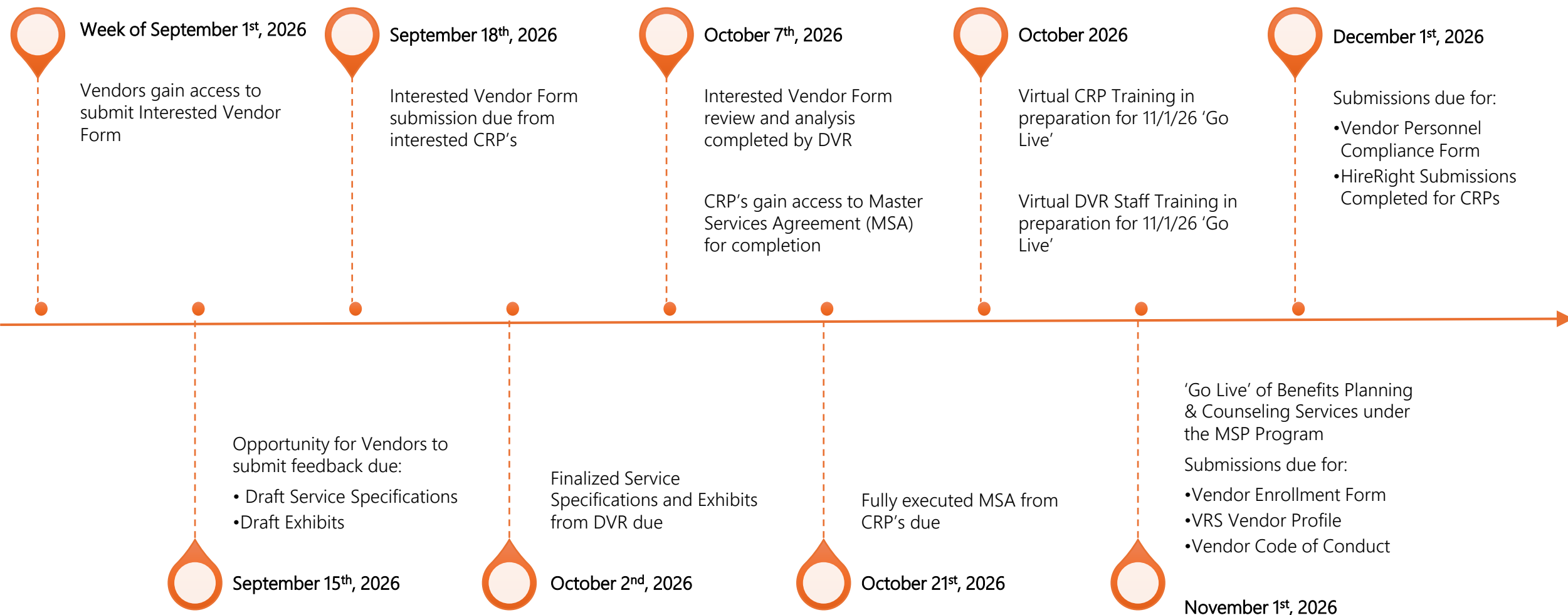


[HIVRS MSP Program Page](#)

- [Benefits Planning & Counseling Services Vendor Page](#)



# Kickoff Meeting | Implementation Timeline





# Kickoff Meeting | Next Steps



## Communication

- Ongoing Internal DVR Staff
- Ongoing External CRP's



## Kickoff Meetings

- CRP Kickoff Meeting(s):  
September 1<sup>st</sup>, 2026



## CRP Feedback

- Deadline to email feedback to  
[HIVRS@knowledgeservices.com](mailto:HIVRS@knowledgeservices.com):  
September 11<sup>th</sup>, 2026



## Interested Vendor Form Submission

- Beginning week of September 1<sup>st</sup>, 2026
- Deadline to submit by September 18<sup>th</sup>, 2026



## CRP Enrollment

- Beginning October 7<sup>th</sup>, 2026
- Fully executed MSA with compliant  
COI due by October 21<sup>st</sup>, 2026



## CRP Program Training

- TBD in October 2026

**Questions  
+  
Discussion**





## Kickoff Meeting | Contact Us



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