

knowledge services

HIVRS CRP Quarterly Training

State of Hawaiʻi

Rehabilitation Technology - November 2026

HIVRS Quarterly CRP Training | Agenda

- Roles & Responsibilities
- Terminology
- Service Overview
- MSP Process Overview
- Interpreting Services Procedure
- Contact Us

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 Client to identify and plan VR services
- Authorizes VR Client services
- Submits MSP New Participant Referral Form
- Assists VR Client 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 Client service provision
- Continued open communication and partnership with CRP's

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 Client case updates directly to DVR Staff/ DVR Counselors, requests changes to Purchase Orders, continuation Purchase Orders, etc.

Knowledge Services (MSP)

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

Terminology

- Managed Service Provider (MSP)
- Vendor, Community Rehabilitation Provider (CRP)
- VMS
  - DVR MSP New Participant Referral Form
  - DVR Service Opportunities
  - Vendor Willing to Provide Services
  - Service Summary Form
- Rates for Services (AT-Functional Assessment, Consultation & Planning, RT-Training, Cancellation Fee)
- Clearance Notification
- Reporting Packet

Rehabilitation Technology (RT): Service Overview

Rehabilitation Technology (RT) means the systematic applications of technologies, engineering methodologies, or scientific principles to meet the needs of, and address the barriers confronted by individuals with significant and most significant disabilities (including cognitive, physical, and mental impairments), in areas of employment, education, and independent living for individuals referred to by DVR. DVR may require RT to determine eligibility for VR Services, to determine VR needs and/or to address the barriers confronted by individuals with disabilities to prepare for, secure, retain, regain, or advance within employment.

The goal for RT services for VR Clients is to increase, maintain, or improve functional capabilities of individuals with disabilities to the extent required to determine their eligibility for VR services, to determine VR needs, and to prepare for, secure, retain, or advance within their employment.

Rehabilitation Technology (RT): Service Overview (cont.)

Rehabilitation Technology include:

- Rehabilitation Engineering: Involves the application of engineering disciplines, mathematics, physical science, life sciences, analysis, and logical problem solving to maximize the abilities and independence of individuals with disabilities.
- Assistive Technology (AT) and Assistive Technology Devices: Any item, piece of equipment, or product system, whether acquired commercially off the shelf (COTS), modified, or customized, that is used to increase, maintain, or improve functional capabilities of individuals with disabilities.
- Assistive Technology Services: Any service that directly assists an individual with a disability in the selection, acquisition, or use of an assistive technology device.

Rehabilitation Technology (RT): Rates for Services

Rehabilitation Technology	
Assistive Technology - Functional Assessment	
Payment Rate	$600.00
Consultation and Planning	
Payment Rate	$250.00
Rehabilitation Technology - Training	
Hourly Payment Rate	$150.00

Assistive Technology - Functional Assessment: Purchase Order

- Payment for the authorized Assistive Technology - Functional Assessment will be made based on the following:
  - The Payment Unit is one (1) complete Assistive Technology - Functional Assessment for one (1) VR Client.
  - Payment for an Assistive Technology - Functional Assessment includes a complete Functional Assessment Report (Exhibit H1) for one (1) VR Client.
- Assistive Technology - Functional Assessment will be authorized as a single PO, extending over three (3) calendar months

Consultation and Planning: Purchase Order

- Payment for the authorized **Consultation and Planning**, including conducting the Consultation and Planning Meeting, will be made based on the following:
  - The Payment Unit is one (1) Consultation and Planning Meeting between the VR Client, VR Client's Representative/Guardian (if applicable), VR Counselor, and Vendor.
  - Payment for Consultation and Planning includes a complete and agreed upon Assistive Technology Action Plan (Exhibit H2) form.

- **Consultation and Planning** will be included within first month of Rehabilitation Technology - Training PO.
  - Service Line for Consultation and Planning authorizing for the same first month of service as Rehabilitation Technology - Training (e.g., 07/01/2026-07/31/2026)
  - Separate Service Line for first month of Rehabilitation Technology – Training (e.g., 07/01/2026-07/31/2026)

Rehabilitation Technology - Training: Purchase Order

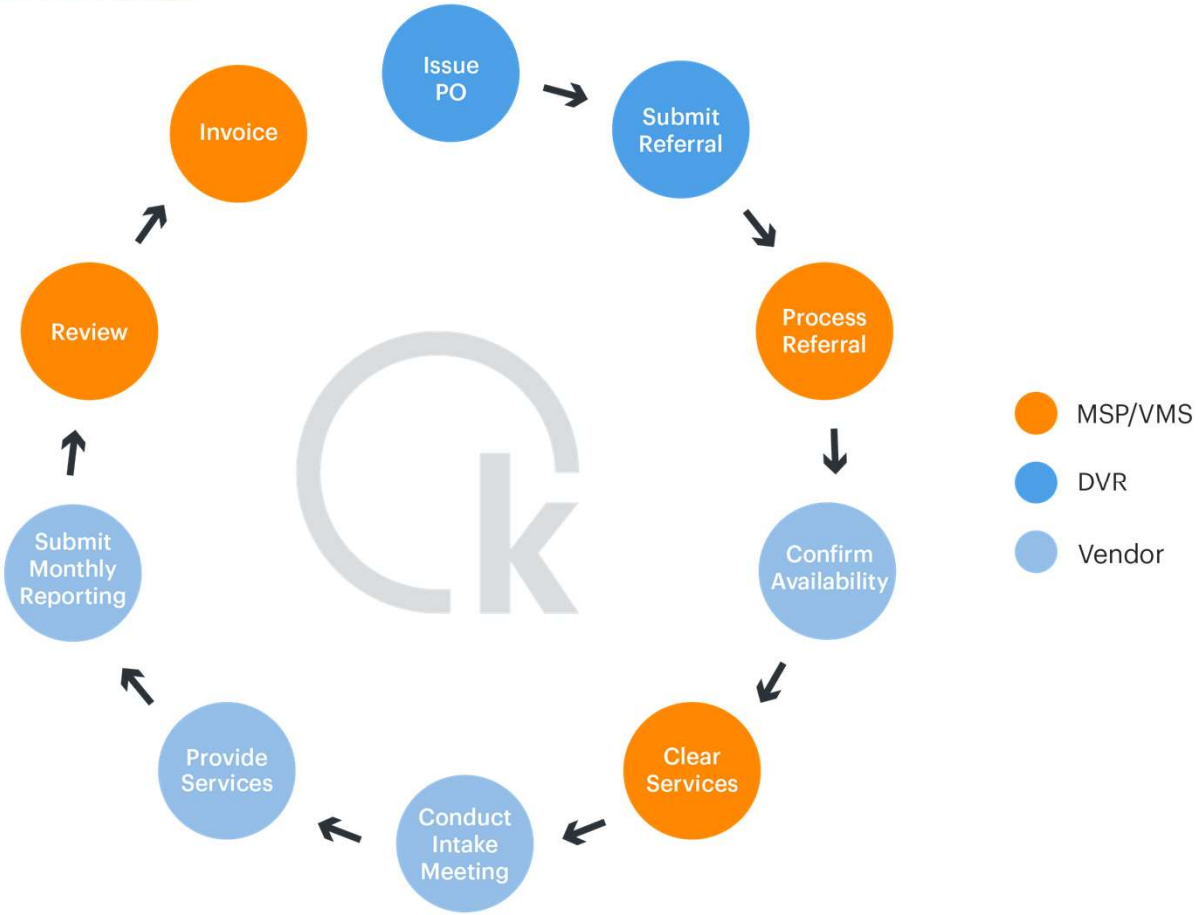
Payment for the authorized **Rehabilitation Technology - Training**, including creating the Assistive Technology Action Plan (Exhibit H2), will be made based on the following:

- The Payment Unit for authorized **Rehabilitation Technology - Training** for one (1) VR Client is one (1) hour, which equals sixty (60) minutes of actual time spent providing Rehabilitation Technology - Training to one (1) VR Client. A partial hour may be billed in increments of a quarter of an hour (15 minutes). The Vendor may round the total time spent with the VR Client to the nearest quarter of an hour (15 minutes). Example: 22 hours and 15 minutes = 22.25 hours; 22 hours and 30 minutes = 22.5 hours; 22 hours and 45 minutes = 22.75 hours.
- The Vendor shall bill only for time spent providing services for **Rehabilitation Technology - Training** that last longer than fifteen (15) minutes:
  - Training VR Clients, their co-workers, family members, personal attendants, or other appropriate support persons; and
  - With VR Counselors face-to-face, by video conference, or by phone calls to discuss specific issues pertaining to VR Client(s).

Rehabilitation Technology - Training: One (1) PO issued per calendar month; DVR may issue three (3) months' worth of PO's to avoid gaps in service

Process Workflow - Overall

Serving Those Who Serve Others



MSP Process Overview – New Participant Referral Form (NPRF)

Pre-Identified Vendor:	Open Referral (Non Pre-Identified Vendor):
1. DVR issues PO to obligate funding for Assistive Technology - Functional Assessment	1. DVR issues PO to obligate funding for Assistive Technology - Functional Assessment
2. DVR completes NPRF and attach the signed PO(s)	2. DVR completes NPRF and attach the signed PO(s)
3. MSP posts referral information (without Client PII) in VMS for identified CRP/Vendor to confirm their availability to provide services • CRPs/Vendors have three (3) business days to submit their confirmation of ability to provide services in VMS	3. MSP posts referral information (without Client PII) in VMS for CRPs/Vendors to confirm their availability to provide services • CRPs/Vendors have three (3) business days to submit their confirmation of ability to provide services in VMS • MSP verifies the CRPs/Vendors who confirmed their ability to provide services and sends the list of available CRPs/Vendors to DVR in an encrypted email • DVR reviews the Vendor list with the Client • Client may contact CRPs/Vendors to determine compatibility • Client selects CRP/Vendor and DVR notifies MSP via email

MSP Process Overview – CRP/Vendor Receives Assignment/Clearance Notification

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

   - This is considered the CRP's/Vendor's assignment notification/clearance email to initiate service provision
   - If CRP/Vendor is no longer available to provide services at time of clearance, CRP/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 CRP/Vendor or if the referral should be opened to the approved CRP/Vendor Community



Mary Orantes Tamayo

From: Mary Orantes Tamayo
Sent: Tuesday, February 25, 2025 3:43 PM
To: HI Vocational Rehabilitation Services
Subject: ENCRYPT - HIVRS MSP - New Client Notification - Participant ID: 12345

Categories: Complete

Aloha ABC Vendor Company,

Congratulations – your company has been selected by VR Client, **Carmen Client** to provide Rehabilitation Technology Services (RT). Attached you will find the Assistive Technology Functional Assessment 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 Assistive Technology Functional Assessment was scheduled:
- Anticipated Assistive Technology Functional Assessment date:

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

As a reminder, the face-to-face or virtual Assistive Technology - Functional Assessment 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 Assistive Technology Functional Assessment within seven (7) business days. Schedule the Consultation and Planning meeting within ten (10) business days of submitting the completed Assistive Technology Functional Assessment.

Mahalo,

Mary Orantes Tamayo
Delivery Manager, MSP - HHS Programs
P: 602-842-4155
E: maryo@knowledgeservices.com | knowledgeservices.com
3550 N. Central Ave., Suite 102 | Phoenix, AZ 85012

MSP Process Overview – CRP/Vendor Coordinates and Conducts AT - Functional Assessment

5. CRP/Vendor contacts VR Client to arrange the Assistive Technology (AT) - Functional Assessment
    - CRP/Vendor is responsible for scheduling the AT – Functional Assessment with the VR Client and, if applicable, the VR Client's Guardian/Representative within seven (7) business days after receipt of an assignment/clearance email from the MSP
    - CRP/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 AT - Functional Assessment, and when the anticipated AT – Functional Assessment was scheduled
    - If applicable and once cleared by the MSP, CRPs/Vendors may contact DVR Counselors directly if additional information or documentation is needed in order to conduct the AT – Functional Assessment
6. Vendor, VR Client and, if applicable, VR Client's Guardian/Representative, meet to assess the technology needs of the VR Client address how technology can address functional limitations the VR Client may experience in achieving employment.

MSP Process Overview - CRP/Vendor Coordinates and Conducts Consultation and Planning

7. The assessment shall be agreed to as face-to-face or virtual and include the VR Client, VR Client's Guardian/Representative, and may take place at the VR Client's worksite, home, educational/training school site, or as indicated by the needs identified on the referral, during the assessment, or after the consultation.

8. Once the AT- Functional Assessment has been completed, CRP/Vendor is responsible for contacting DVR Counselor, VR Client and if applicable, VR Client's Guardian/Representative to arrange the Consultation and Planning Meeting within ten (10) business days of receiving the Consultation and Planning Purchase Order from DVR through the MSP.

   - DVR will issue Consultation and Planning within 1st month of RT-Training PO
   - Once authorized, develop and agree upon the services the VR Client will receive by completing the AT-Action Plan (Exhibit H2) during the Consultation and Planning meeting.
   - If AT devices are recommended and approved, DVR will purchase devices for the VR Client within five (5) business days of receiving assessment to avoid training delays.

9. Once Consultation and Planning meeting takes place, DVR to issue additional monthly RT - Training PO's.

   - DVR may issue three (3) calendar months worth of RT-Training PO's to avoid gaps in service

MSP Process Overview - CRP/Vendor Coordinates and Conducts Consultation and Planning (cont.)

10. CRP/Vendor proceeds to servicing the VR Client based on the Service Specifications and mutually agreed upon AT-Action Plan (Exhibit H2).

11. CRP/Vendor will hold meetings with the VR Counselor, the VR Client, and VR Client's Guardian/Representative, as needed, to discuss Client's progress towards achieving the service objectives and acquired skills.

12. CRP/Vendor submits complete and accurate Service Summary and Reporting Packet to MSP

    - CRPs/Vendors are responsible for submitting monthly Reporting Packets via Service Summary Form completely and accurately prior to DVR Counselor issuing new PO to extend services
        - The complete and accurate AT-Functional Assessment Report (Exhibit H1) is due within five (5) business days after completion of the assessment.
        - The complete and accurate AT-Action Plan (Exhibit H2) and AT-Monthly Progress Report (Exhibit H3) are due within fifteen (15) calendar days following the end of each calendar month in which Rehabilitation Technology Services/RT-Training were provided.

MSP Process Overview – CRP/Vendor Reporting and Invoicing

13. MSP reviews the Service Summary and Reporting Packet within seven (7) calendar days
    - If complete and accurate, invoice will be generated
    - If corrections are required, Service Summary Submitter will receive an email from the MSP requesting the specific corrections required prior to the MSP Processing
        - DVR Staff now have access to the VMS Service Summary Submissions to see statuses of submitted Reporting Packets for their VR Participants/VR Clients

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

15. DVR Counselor required to review and approves for payment within three (3) business days of receipt

16. Once approved by the DVR Counselor, the Fiscal Management Office (FMO) links the invoice approval to funding

MSP Process Overview – CRP/Vendor Reporting and Invoicing (cont.)

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

Interpreting Services Procedures

For Participants/Clients 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

Depending on the selected Interpreting Services agency, Vendor will request Interpreting Services through Isle Interpret (requests@isleinterpret.com) or Hawaii Interpreting Services (info@interpretinghawaii.com), cc'ing VRC on all email communication.

Isle Interpret or Hawaii Interpreting Services 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 the selected interpreting agency.

MSP Process Reminder and Key Tips

- Communication between DVR and the CRP community remains open
  - DVR Staff can communicate directly to CRP Staff
- CRPs/Vendors have three (3) business days to confirm their ability to provide services in VMS
  - Required to confirm ability to provide services or confirm unable to provide services within three (3) business days within VMS
- CRPs/Vendors must schedule the AT-Functional Assessment within seven (7) business days after receipt of an assignment from the MSP
- CRPs/Vendors must schedule the Consultation and Planning meeting within ten (10) business days of receiving the Consultation and Planning Purchase Order form DVR through the MSP.
- Once AT-Action Plan has been developed and agreed to, DVR may issue three (3) calendar months worth of RT-Training PO's to avoid gaps in service to Client

MSP Process Reminder and Key Tips (cont.)

- CRPs/Vendors may hold meetings with the VR Counselor, the VR Client, and the VR Client's Guardian/Representative, as needed, to discuss the VR Client's progress toward the achievement of the established service objectives and/or acquired skills. If needed, CRP/Vendor emails DVR Counselor to request additional hours or generate a new PO to extend services in the next calendar month
  - DVR will *not* issue PO's to continue services if your organization is not submitting *complete and accurate* monthly reporting packets through the MSP Program's Service Summary.

- CRPs/Vendors must have a valid PO in place to continue to provide services for VR Clients

MSP Process Reminder and Key Tips (cont.)

- CRPs/Vendors will submit their complete and accurate Reporting Packet through the MSP for each individual VR Client in which Rehabilitation Technology was provided. Vendors shall submit the following applicable reports for each VR Client if provided during the reporting period:
  - Rehabilitation Technology Assistive Technology Functional Assessment Report (Exhibit H1) within five (5) business days after completion of the assessment
  - Rehabilitation Technology Assistive Technology Action Plan (Exhibit H2) within fifteen (15) calendar days following the end of each calendar month in which Rehabilitation Technology Services were provided.
  - Rehabilitation Technology Assistive Technology Monthly Progress Report (Exhibit H3) within fifteen (15) calendar days following the end of each calendar month in which Rehabilitation Technology - Training was provided.

- **Refinement 2025 - Service Summary Form** is for Reporting Packet submissions for service provision beginning September 2025 and onwards
- **Service Summary Form** is for Reporting Packet submissions for service provision *prior* to September 2025
- Please ensure to review the Service Specifications for further guidance on services and timelines.

HIVRS Vendor Service Page

HIVRS Vendor Program Page

Sites include:

- Service Specifications
- Exhibits
- Program Information
- Training Material

Contact Us

HIVRS@knowledgeservices.com



Samantha Villegas
Director, MSP - HHS Programs
(602) 698-0944
SamanthaV@knowledgeservices.com



Mary Orantes Tamayo
Delivery Manager
(602) 842-4155
MaryO@knowledgeservices.com



Christina Kizzee
Delivery Manager
(602) 910-6107
ChristinaK@knowledgeservices.com



Kona Aina
VRS Program Support Representative
(808) 818-1785
KonaA@knowledgeservices.com



Amber Robertson
VRS Program Team Lead
(602) 903-4073
AmberR@knowledgeservices.com

Questions
+
Discussion

