

knowledge services

HIVRS CRP Quarterly Training | State of Hawai‘i Supported Employment, Job Coaching, Trial Work Experience and Adult Vocational Work Adjustment Training Services - 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 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

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 (Big Island, Other Islands, Virtual/Remote, Oahu)
- Clearance Notification
- Reporting Packet

Supported Employment (SE): Service Overview

Supported Employment (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.

Supported Employment (SE): Service Overview (cont.)

Job Coaching is included within Supported Employment and will **not** require a separate DVR MSP New Participant Referral Form (NPRF)

SE Services contain the following components: Job Placement, Job Maintenance, and Transition - Vendor Representative to Long-Term Supports.

Job Placement (section 2.2.4):

- Finding a job placement that matches the Area of Interest/Vocational Goal(s) identified in the Intake Plan, which is individualized to the VR Participant's work preferences and strengths and ensures a good employer/employee match.
- Building and utilizing community networks and natural supports as necessary throughout the process for information and support (e.g. family, friends, previous coworkers, or other community agencies) based on the VR Participant's individual choice.

Supported Employment (SE): Service Overview (cont.)

Job Maintenance (section 2.2.5):

- Maintaining stable employment in the same job for a period of not less than ninety (90) days after job placement.
- Customizing job duties or job carving for the VR Participant to have success in their employment.
- Developing the skills necessary to request accommodation needs and obtain accommodations for employment.
- Providing conflict resolution instruction to VR Participant, coworkers, and supervisors.
- Providing job coaching services once the VR Participant obtains employment

Transition - Vendor Representative to Long-Term Supports (section 2.2.6):

- Assist the VR Participant with identifying and facilitating transition to Long-Term Support once VR Participant has successfully maintained employment for at least ninety (90) days.

Job Coaching (JC): Service Overview

Job Coaching (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.

JC is available for Students with Disabilities (SWD) who are receiving Pre-Employment Transitions Services (Pre-ETS) Work Based Learning Experience (WBLE).

* Job Coaching, as a “stand alone” service, is only for individuals that are not Supported Employment Participants, given Supported Employment services now incorporates Job Coaching services *

Trial Work Experience (TWE): Service Overview

Trial Work Experience (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.

TWE services 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.

Vocational and Work Adjustment Training Services - Adult Overview

Adult Vocational & Work Adjustment Training Services (VWATS-Adult) are for individuals who have a wide range of significant disabilities and are referred to by DVR. Services are to be individualized, consistent with the VR Participant's strengths, resources, priorities, concerns, abilities, capabilities, interests, and informed choice. VWATS provides classroom, facility, and/or community training to increase a VR Participant's interpersonal skills relating to basic traits and attitudes.

In the most integrated setting, VWATS consists of teaching the core work readiness/employability skills necessary for obtaining and maintaining employment as well as successful work behaviors and performance.

Vocational and Work Adjustment Training Services - Adult Overview (cont.)

VWATS-Adult consists of the following service components:

Curriculum based instruction in a classroom setting for VR Participants to gain the knowledge and skills in the following core work readiness/employability skill objectives: Mobility, Communication, Personal Care, Self-Direction, Interpersonal Skills, Work Tolerance, and Work Skills.

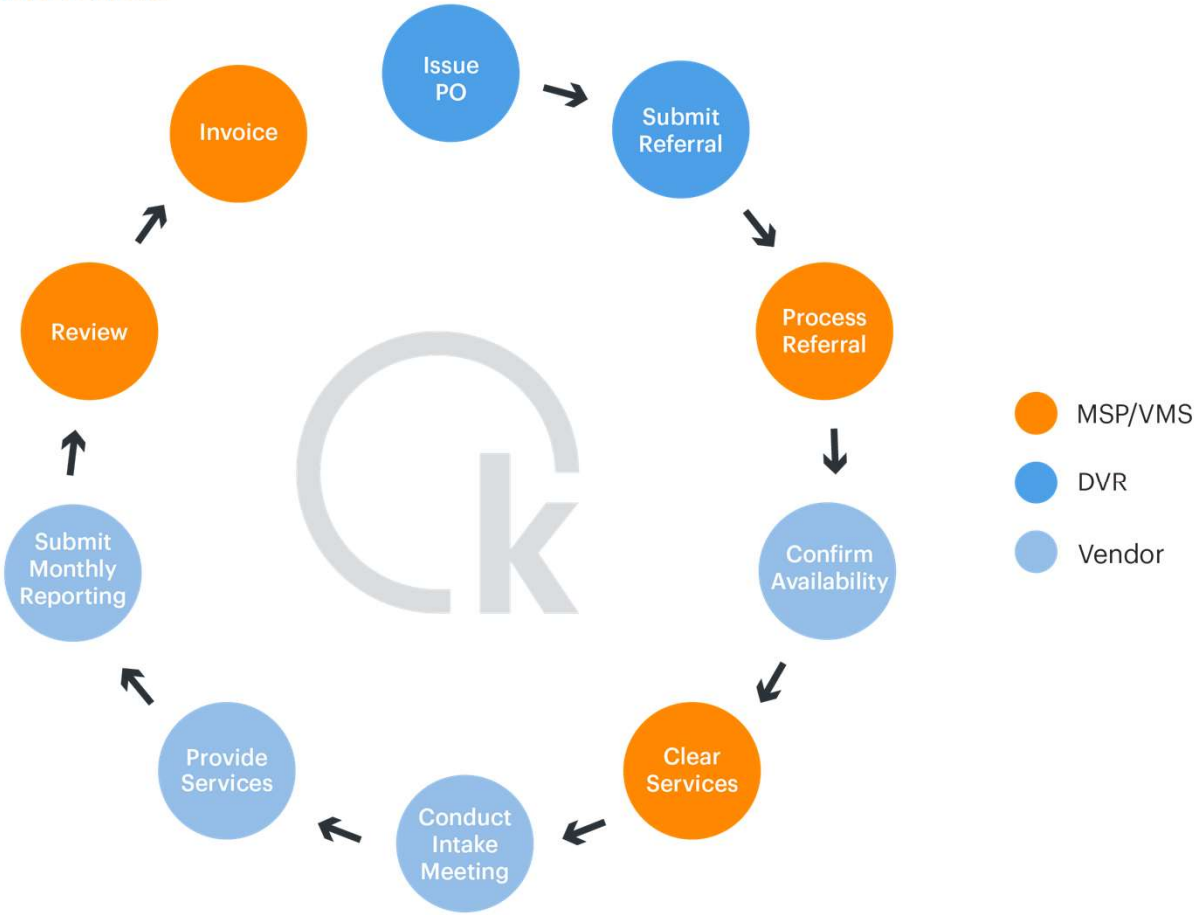
Job Readiness Training (JRT) is an educational approach or instructional methodology that uses the workplace, or real work, to provide VR Participants with the knowledge and skills that will help them connect classroom experience to real-life work activities and future career opportunities. These opportunities are meant to engage, motivate, and augment the learning process.

- Job Readiness Training can be done in conjunction with private, for-profit, or nonprofit businesses in the community.
- Job Readiness Training requires in-depth engagement of the VR Participant, an evaluation of acquired work relevant skills, and must be in an integrated work setting and may include multiple activities.

Work Readiness Curriculum no longer needs to be completed prior to beginning Job Readiness Training

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 first two months of service	1. DVR issues PO to obligate funding for first two months of service
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 Participant 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 Participant 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 Participant • Participant may contact CRPs/Vendors to determine compatibility • Participant selects 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 Participant has selected a secondary CRP/Vendor or if the referral should be opened to the approved CRP/Vendor Community

5. CRP/Vendor contacts DVR Counselor and VR Participant to arrange the Intake Plan Meeting
    - CRP/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
    - 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 Intake Plan Meeting, and when the anticipated Intake Plan Meeting 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 Intake Plan Meeting

MSP Process Overview – CRP/Vendor Receives Assignment/Clearance Notification (cont.)

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

From: Mary Orantes Tamayo
Sent: Thursday, February 29, 2024 3:59 PM
To: Mary Orantes Tamayo
Cc: 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 Vocational and Work Adjustment Training Services (VWATS) – Adult. 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
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MSP Process Overview – CRP/Vendor Initiates Service Provision

6. 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
   - The following three (3) parties are required to be present: DVR Counselor, VR Participant, and CRP/Vendor
7. Once the Intake Plan Meeting has taken place, CRP/Vendor proceeds to serving the VR Participant based on the Service Specifications and mutually agreed upon Intake Plan
   - SE, JC, and VWATS: CRPs/Vendors are responsible for initiating service provision within ten (10) business days after completion of the Intake Plan Meeting
8. CRP/Vendor provides bi-weekly feedback to DVR Counselor.
   - If additional feedback is needed, DVR Counselor is able to contact CRP/Vendor directly.
9. If needed, CRP/Vendor emails DVR Counselor to requests additional hours or generate a new PO to extend services to the next calendar month
   - DVR has been provided access to the submitted monthly Reporting Packets via Service Summary Form to verify services are being provided in order to generate additional Purchase Orders to continue services.
10. VR will email amended PO's to HIVRS@knowledgeservices.com for processing.
    - MSP will process PO to CRP/Vendor within one (1) business day of receipt

MSP Process Overview – CRP/Vendor Reporting and Invoicing

11. Vendor submits complete and accurate Service Summary and Reporting Packet to MSP
    - *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*
        - SE, JC, TWE (Interim), and VWATS: due complete and accurately through the MSP Program within fifteen (15) calendar days following the end of each calendar month in which services was provided
        - TWE (Intake): due complete and accurately through the MSP Program within five (5) business days after completion of the Intake Plan Meeting
        - TWE (Final): due complete and accurately through the MSP Program within five (5) business days after completing the TWE Assessment

12. 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

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

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

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

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 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 an Intake Plan Meeting within seven (7) business days after receipt of an assignment from the MSP
  - Trial Work Experience Intake Plan Meetings are required to be conducted in-person
- CRPs/Vendors must initiate Service provision within ten (10) business days after completion of the Intake Plan Meeting
- CRPs/Vendors are required to provide bi-weekly feedback to DVR Counselors to provide VR Participants' progress. 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/Vendor must have a valid PO in place to continue to provide services for VR Participants/VR Clients

MSP Process Reminder and Key Tips (cont.)

- CRPs/Vendor will submit their monthly Reporting Packets within fifteen (15) calendar days following the end of each calendar monthly directly to Knowledge Services for SE, JC, TWE Interim Reports, and VWATS-Adult
    - For TWE: Within five (5) business days after completion of the Intake Plan Meeting, submit to the MSP a complete and accurate TWE Intake Plan
    - For TWE: Within five (5) business days after completing the TWE Assessment, submit to the MSP the TWE Final Report

- **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

MSP Process Reminder and Key Tips (cont.)

- Common Errors on Reporting Packet submissions:
  - No active PO on file to cover service provision
  - Wrong Participant ID referenced on *Service Summary Form*
  - Monthly Progress Reports being submitted without an Intake Plan being submitted
  - SE - Job Coaching provided under SE services is being documented on the incorrect Exhibits
  - VWATS - incorrect **Starting Standard from IP** listed on Monthly Progress Reports
  - VWATS - no service objectives identified that will be worked on with JRT
  - Incorrect **Total Hours on Purchase Order** on Monthly Progress Reports
    - Given there are POs with multiple months, please ensure to only reference the hours *specific to the month of service you are submitting*.
- Please ensure to submit one (1) single reporting packet per client/participant per service encompassing *all* services that were done in the reporting month.
- Please ensure to conduct *revised IP* meetings when objectives are being updated/added.
- Please ensure to review the Service Specifications per service for further guidance on services and timelines.

MSP Process Reminder and Key Tips (cont.)

- To assist with timely submission of monthly Reporting Packets
  - MSP will be reaching out to CRPs/Vendors quarterly for outstanding Purchase Orders without submitted billing
  - CRP/Vendor will be requested to provide an update (e.g., Will there be billing against the Purchase Order? If so, submit the monthly Reporting Packet as soon as possible. If not, notify the MSP).
  - MSP will notify VR Staff that the Purchase Order will not be utilized for billing based on the guidance from CRP/Vendor

HIVRS Vendor Service Page / DVR State Users Page

HIVRS Vendor Program Page

Sites include:

- Service Specifications
- Exhibits
- Program Information
- Training Material

Contact Us

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Questions
+
Discussion

