



# Knowledge services

State of Hawaii

Department of Human Services (DHS)

Division of Vocational Rehabilitation (DVR)

HIVRS DVR Staff & CRP Training Meeting

March 2025



# Agenda

- Introduction
- Roles and Responsibilities
- Terminology
- Service Overview
- MSP Process Overview and Key Tips
- HIVRS DVR Staff Page
- Contact Us





# 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

## DVR Staff/DVR Counselors

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



# Roles and Responsibilities Cont.



## 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

## Community Rehabilitation Provider (CRP/Vendor)

- Subcontracted to provide specific DVR services
- Reviews DVR referrals to confirm ability to provide services
- Coordinates and provides authorized direct participant services
- Documents and submits through the MSP Reporting Packets
- Communicates participant case updates directly to DVR Staff/ DVR Counselors, requests changes to Purchase Orders, continuation Purchase Orders, etc.



# Terminology



- Managed Service Provider (MSP)
- Community Rehabilitation Provider (CRP), vendor
- VMS
  - DVR MSP New Participant Referral Form
- Rates for Services (Big Island, Other Islands, Virtual/Remote, curriculum vs Job Dev. & PLMT vs WBLE, AT-Functional Assessment, Consultation & Planning, RT-Training)
- Clearance Notification
- Reporting Packet



## Supported Employment (SE): Service Overview



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): Purchase Order



## Supported Employment

- *\*Intake, Assessment and Plan*
- Intake and Assessment

## Hourly Rates:

- State/OI: \$55.48
- BI: \$64.15
- Virtual/Remote: \$55.48

## Supported Employment

- *Customized Employment-Adult*
- Job Placement

## Hourly Rates:

- State/OI: \$52.99
- BI: \$56.26
- Virtual/Remote: \$50.58

## Supported Employment

- *Customized Employment-Youth*
- Job Placement

## Hourly Rates:

- State/OI: \$52.99
- BI: \$56.26
- Virtual/Remote: \$50.58

*\*To initiate SE services, please include Intake, Assessment and Plan on the PO*



## Job Coaching (JC): Service Overview



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 (JC): Purchase Order



## Job Coaching

*Supported Employment-Adults*  
Job Coaching

SE Adults-Draft and issue PO  
for approved hours (SE Funds)

- State/OI: \$49.24
- BI: \$56.97
- Virtual/Remote: \$43.90

## Job Coaching

*Supported Employment-Youth*  
Job Coaching

SE Youth-Draft and issue PO  
for approved hours (SE Funds)

- State/OI: \$49.24
- BI: \$56.97
- Virtual/Remote: \$43.90

## Job Coaching

*General-VR Participants (Non-SE)*  
Job Coaching

VR Participants not in SE  
Program-Draft and Issue PO  
for approved hours (VR Grant  
Funds)

- State/OI: \$49.24
- BI: \$56.97
- Virtual/Remote: \$43.90

## Pre-ETS IPE Support

*Job Coaching*  
Job Coaching

Students with Disabilities in  
WBLE-Not to exceed 120 hrs  
per work site-Draft and issue  
PO for approved hours (Pre-  
ETS funds)

- State/OI: \$49.24
- BI: \$56.97
- Virtual/Remote: \$43.90



## 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.



# Trial Work Experience(TWE): Purchase Order



## Trial Work Experience

- *\*Intake*
- Intake
  - At referral, draft and issue PO

## Hourly Rates:

- State/OI: \$83.22
- BI: \$96.23
- Virtual/Remote: N/A

## Trial Work Experience

- *Work Trials*
- Work Trial(s)
  - Draft and issue PO for approved hours

## Hourly Rates:

- State/OI: \$79.49
- BI: \$84.39
- Virtual/Remote: \$75.87

*\*To initiate TWE services, please include Intake on PO*



# Vocational and Work Adjustment Training Services - Adult Overview



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: Purchase Order



## Work Readiness Curriculum

Service Category: Personal Work Adjustment Training

Sub-Service Category: Job Readiness Training

Service: Work Readiness Curriculum

- Initial PO: Please include 2 hours for intake + 30 curriculum hours for a total of 32 hours in first calendar month
- VRS can issue up to three (3) monthly PO's at one time *for Work Readiness Curriculum* to avoid a gap in service

Work Readiness Curriculum must first be successfully completed before VR issues PO for Job Development and Placement and Work-Based Learning Experience (WBLE)

### Hourly Rates:

State/OI: \$110.00

BI: \$116.00

Virtual/Remote: \$110.00



# Vocational and Work Adjustment Training Services: Purchase Order



## Job Development and Placement (Flat Rate)

Service Category: Job Related Services

Sub-Service Category: Job Search/Job Development Assistance

Service: WBLE-Job Development and Placement

- Draft and issue a PO for a 2-3 month time period *after the VR Participant successfully completed the Work Readiness Curriculum* and is ready to begin WBLE
- Work Readiness Curriculum must first be successfully completed before VR issues PO for Job Development and Placement and Work-Based Learning Experience (WBLE)

### Flat Rate:

- Statewide: \$800.00



# Vocational and Work Adjustment Training Services: Purchase Order



## Work-Based Learning Experience (WBLE)

Service Category: Training

Sub-Service Category: Work-Based Learning Experience (Excludes SWD)

Service: WBLE-Paid

- Paid WBLE Hourly Rate: \$127.00

Service Category: Training

Sub-Service Category: Work-Based Learning Experience (Excludes SWD)

Service: WBLE-Unpaid

- Unpaid WBLE Hourly Rate: \$75.00

Draft and issue 1 PO that spans over 4 calendar months for either WBLE-Paid or WBLE-Unpaid (based on the VR Participant case), not to exceed 120 hours per site.



# 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 includes:

1. 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.
2. 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.
3. Assistive Technology Services: Any service that directly assists an individual with a disability in the selection, acquisition, or use of an assistive technology device.



## Assistive Technology - Functional Assessment: Purchase Order

Payment for the authorized **Assistive Technology - Functional Assessment** will be made based on the following:

1. The Payment Unit is one (1) complete Assistive Technology - Functional Assessment for one (1) VR Client.
2. Payment for an Assistive Technology - Functional Assessment includes a complete Functional Assessment Report (Exhibit H1) for one (1) VR Client.
3. Payment Rate: \$600.00

**Assistive Technology - Functional Assessment** should 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:

1. 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.
2. Payment for Consultation and Planning includes a complete and agreed upon Assistive Technology - Action Plan (Exhibit H2) form.
3. Payment Rate: \$250.00

**Consultation and Planning** should be included within first month of Rehabilitation Technology - Training PO.

1. Service Line for Consultation and Planning authorizing for the same first month of service as Rehabilitation Technology - Training (i.e. 03/01/2025-03/31/2025)
2. Separate Service Line for first month of Rehabilitation Technology - Training (i.e. 03/01/2025-03/31/2025)



## 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:

1. 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.
2. The Vendor shall bill only for time spent providing services for **Rehabilitation Technology - Training** that last longer than fifteen (15) minutes:
  - a) Training VR Clients, their co-workers, family members, personal attendants, or other appropriate support persons; and
  - b) 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 to issue three (3) months' worth of PO's to avoid gaps in service



# Support Service Provider Program - Service Overview



The Support Service Provider (SSP) Program serves as a connection between individuals who have a combination of vision and hearing loss with the surrounding environment to support the independence of Deaf-Blind Consumer.

A Support Service Provider provides access to visual, auditory, and environmental information; serves as a human guide and orientation to the environment and facilitates communication and/or interpret spoken or signed conversations when/if needed.

Activities under the SSP Program include:

1. Health and Well Being
2. Social
3. Household Management with Deaf-Blind Consumer
4. Community Integration



# Support Service Provider Program: Rates for Services



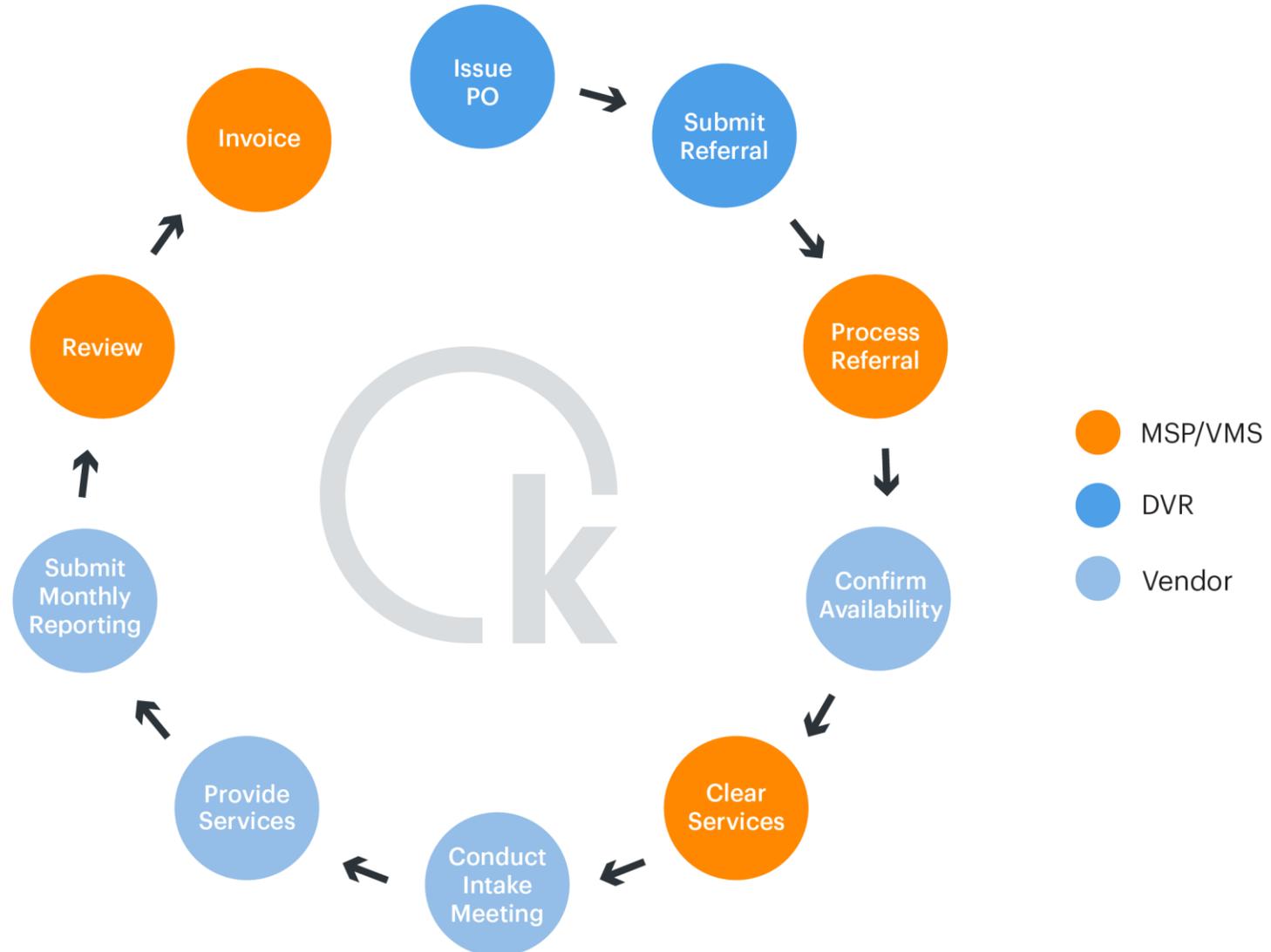
Description of Service	Hourly Rate	Evening/Weekend Rate
<b>SSP Basic Service</b>	\$30.00	\$35.00
<b>SSP Basic + Signer</b>	\$35.00	\$40.00
<b>SSP Basic + Tactile</b>	\$40.00	\$45.00
<b>*Mileage</b>	\$10.00 flat rate *per assignment when using personal vehicle	

- A. The minimum duration for an assignment under the SSP Program will be two (2) hours.
- B. All assignments that occur in the evening (5:00pm-7:00am) shall be paid the Evening/Weekend Rate.
- C. All assignments that occur on weekends (Saturday and Sunday) shall be paid the Evening/Weekend Rate.
- D. All assignments that occur on a State or Federal Holiday shall be paid the Evening/Weekend Rate.
- E. No Shows and Late Cancellations: If Deaf-Blind Consumer cancels an assignment with less than twenty-four (24) hour notice, DVR may pay the two (2) hour minimum assignment at the SSP Basic Service Hourly Rate. No shows or Late Cancellations will be deducted from the Deaf-Blind Consumers monthly allotment.



# Process Workflow - Overall

Serving Those Who Serve Others





# 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
<p>4. MSP posts referral information (without Participant PII) in dotStaff™ Forms for identified Vendor to confirm their availability to provide services</p> <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>	<p>4. MSP posts referral information (without Participant PII) in dotStaff™ Forms for Vendors to confirm their availability to provide services</p> <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 Participant</li> <li>▪ Participant may contact Vendors to determine compatibility</li> <li>▪ Participant 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 Participant 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:** 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](mailto:maryo@knowledgeservices.com) | [knowledgeservices.com](https://www.knowledgeservices.com)

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





## Vendor Coordinates Intake Plan Meeting



### 6. Vendor contacts DVR Counselor and VR Participant to arrange the Intake Plan Meeting

- 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
  - 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 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

- At a minimum, the following three (3) parties are required to be present - DVR Counselor, VR Participant, and Vendor



## Vendor Initiatives Service Provision



8. Once the Intake Plan Meeting has taken place, Vendor proceeds to serving the VR Participant based on the Service Specifications and mutually agreed upon Intake Plan
  - For SE, JC, and VWATS Vendors are responsible for initiating service provision within ten (10) business days after completion of the Intake Plan Meeting
  - For TWE, within ten (10) business days following the Intake Plan Meeting, Vendors are responsible to identify and establish location(s) in which to conduct TWE
9. Vendors provide bi-weekly feedback to the DVR Counselor
10. If needed, Vendor emails DVR Counselor to requests additional hours or generate a new PO to extend services to the next calendar month
  - If approved, DVR will amend the Purchase Order to increase hours or generate a new PO to extend the service end date of authorized service provision
11. 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



12. Vendor submits complete and accurate Service Summary and Reporting Packet to MSP
  - For SE, JC, TWE Interim Reports, and VWATS Reporting Packets are due within fifteen (15) calendar days following the end of each calendar month in which services was provided
  - For TWE, the Intake Plan is required to be submitted within five (5) business days after completion of the Intake Plan Meeting
  - For TWE, the TWE Final Report is required to be submitted within five (5) business days after completing the TWE Assessment
  
13. 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
  
14. Knowledge Services emails invoice and Reporting Packet to DVR based on Invoicing Information submitted on DVR MSP New Participant Referral Form



## Vendor Reporting and Invoicing Cont.



15. DVR Counselor reviews and approves for payment within three (3) business days
16. Once approved by the DVR Counselor, the Fiscal Management Office (FMO) links the invoice approval to funding
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](mailto:HIVRS@knowledgeservices.com)*

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



# Purchase Order (PO) Process Reminders Under the MSP



When creating a PO for services under the MSP Program (contract #DHS-23-VR-0057):

1. PO's are required to be issued, signed, and emailed to [HIVRS@knowledgeservices.com](mailto:HIVRS@knowledgeservices.com)
2. Within the PO "Description", please include:
  - a. Participant/Client full first and last name
  - b. Unique Service Start and End Date of the month (month, day, and year)
    - i. One (1) PO per calendar month, excluding VWATS Job Development & Placement + WBLE
      1. MSP cannot accept PO's with overlapping dates of service for a Participant/Client for a single service
  - c. If pre-identified by the Participant/Client or continuing services into the next calendar month, please include the name of selected CRP
  - d. Service Category
  - e. Sub-Service Category
3. Authorize the quantity of hours specific to each Participant/Client's need
4. Authorize the hourly rate based on the service location(s) and service provision
  - a. Additional line(s) must be added on the PO if multiple service locations are being authorized
    - i. i.e.; Virtual/Remote and In-Person/Other Island



# MSP Process Reminders and Key Tips



- Communication between DVR and the CRP community remains open
  - DVR Staff can communicate directly to CRP Staff
- Please send all PO's directly to Knowledge Services at [HIVRS@knowledgeservices.com](mailto:HIVRS@knowledgeservices.com) for processing
  - If Participant will receive virtual services, please ensure virtual services are authorized on the PO
- Vendors have three (3) business days to confirm their ability to provide services in dotStaff™ Forms
- 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
- Vendors must initiate Service provision within ten (10) business days after completion of the Intake Plan Meeting
- Vendors will submit their monthly Reporting Packets within fifteen (15) calendar days following the end of each calendar month directly to Knowledge Services
- Once an invoice and Reporting Packet has been received, DVR Counselors review and approves for payment within three (3) business days



# Interpreting Services Procedures



- For Participants 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](mailto:requests@isleinterpret.com)) or Hawaii Interpreting Services ([info@interpretinghawaii.com](mailto: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.



# HIVRS DVR State Users Page



## [HIVRS DVR State Users Page](#)

Site includes:

- DVR MSP New Participant Referral Form
- Service Specifications
- Exhibits
- List of Approved Vendors
- Program Information
- Training Material
- Subscribe To Our Mailing List



# Contact Us

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A group of people are seated around a conference table in a meeting room. The scene is overlaid with a semi-transparent orange filter. The text is centered over the image.

# knowledge services

Affordable. Experienced. Flexible. Proven.

**Committed to the State of Hawaii.**

We are here to answer any questions you may have.  
Thank you for the opportunity.