



Knowledge services

State of Hawaii, Department of Human Services (DHS)

Division of Vocational Rehabilitation (DVR)

Managed Service Provider (MSP) Program

VWATS - Adult DVR Staff Kickoff Meeting

January 2024

Knowledge Services Overview

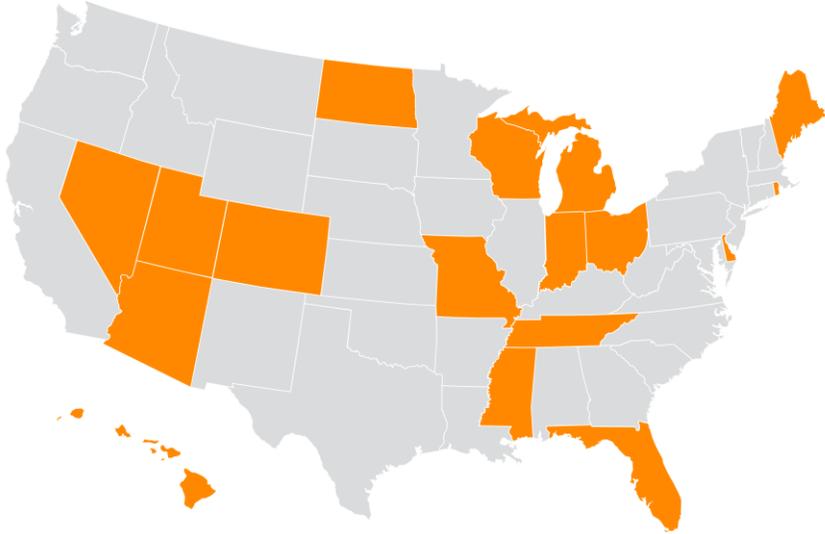




Capabilities



We continually add competencies and strengthen our expertise



Managed Services

- Human Services - Inclusive of Voc. Rehab
- Staff Augmentation
- Statement of Work

Cyber Security Services

- StateRAMP Founding Member
- StateRAMP Project Management Office (PMO)
- Consulting Services

Workforce Management

- Flexible, Right-Sized and Knowledge Services
Managed

Staffing & Recruiting

- Direct and Contract-to-Hire
- Temporary Staffing
- Employer Of Record (EOR)

Survey Management

- NCI Surveys
- Multi-Modality
- Real-Time Reporting

Industry Definitions





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 project/milestone deliverable work and vendor network.

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

Vocational Rehabilitation Objectives





Vocational Rehabilitation Objectives



Contract consolidation

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

Payment structure

- Allow vendors to propose competitive rates for DVR analysis

Provide VR Participants and Vendors access to an open, continuous and robust network of services and service providers

- Competitive solicitations
- VR Participant retains authority in selecting Vendor



DVR State Users Page





HIVRS DVR State Users Page



[DVR State Users Page](#)

Site includes:

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

Next Steps Implementation Timeline





Next Steps

Serving those who serve others

February 9, 2024

Opportunity for Vendors to submit feedback on draft versions of the Service Specifications (SS) & Exhibits for VWATS - Adult due

February 19, 2024

Finalized Service Specifications and Exhibits from DVR due

MSP to send incumbent data tracking sheet to Vendor Community

March 4, 2024

In-Person/Virtual Vendor Training in preparation for 4/1/24 'Go Live'

In-Person/Virtual Vendor Roundtable

In-Person/Virtual MSP Program Overview

March 15, 2024

Fully executed MSA due from Vendor Community

VWATS - Adult incumbent data due from Vendor Community

May 1, 2024

Vendor Personnel Compliance submissions due

Interested Vendor Form due from Vendor Community

February 16, 2024

Master Services Agreement (MSA) available for Vendors to complete

February 23, 2024

In-Person DVR Staff Training in preparation for 4/1/24 'Go Live'

In-Person DVR Roundtable

In-Person MSP Program Overview

March 5, 2024

'Go Live' of VWATS - Adults under the MSP Program

April 1, 2024





Implementation Timeline for Adult VWATS

Serving those who serve others



Communication

- Ongoing Internal DVR Counselor & Users
- Ongoing External Vendor



Kickoff Meetings

- Vendor Kickoff Meeting: January 30th, 2024
- DVR Staff Kickoff Meeting: January 31st, 2024



Vendor Feedback

- Deadline to submit by February 9th, 2024



Vendor Enrollment

- Beginning February 23rd, 2024
- Fully executed MSA with compliant COI due by March 15th, 2024



DVR Staff Program Training

- March 5th, 2024 (In-Person)



Vendor Program Training

- March 4th, 2024 (In-Person and Virtual)





Contact Us



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Questions?



Thank you!

