



# **knowledge services**

State of Hawaii Vocational Rehabilitation  
Services Managed Service Provider (HIVRS)  
Program

Rehabilitation Technology (RT)

HIVRS CRP Training  
March 2025





## Agenda

- Introduction
- Vocational Rehabilitation Objectives
- Roles and Responsibilities
- Terminology
- Service Overview
- MSP Process Overview and Key Tips
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## Vocational Rehabilitation Objectives



### Contract consolidation

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

### Payment structure

- Rehabilitation Technology Services: Rates based on DVR analysis

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

- Competitive solicitations
- VR Client retains authority in selecting Vendor





## 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 Client to identify and plan VR services
- Submits MSP New Participant Referral Form
- Assists VR Client in choosing the appropriate Vendor to provide services
- Authorizes VR Client 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 client services
- Documents and submits through the MSP Reporting Packets
- Communicates client 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
- dotStaff™ Forms/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)
- 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:

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.







## Rehabilitation Technology (RT): Rates for Services

<b><u>Rehabilitation Technology</u></b>	
<b><u>Assistive Technology - Functional Assessment</u></b>	
<b>Payment Rate</b>	<b>\$600.00</b>
<b><u>Consultation and Planning</u></b>	
<b>Payment Rate</b>	<b>\$250.00</b>
<b><u>Rehabilitation Technology - Training</u></b>	
<b>Hourly Payment Rate</b>	<b>\$150.00</b>



## **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.

**Assistive Technology - Functional Assessment** will be authorized as a single PO, extending over 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.

**Consultation and Planning** will 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:

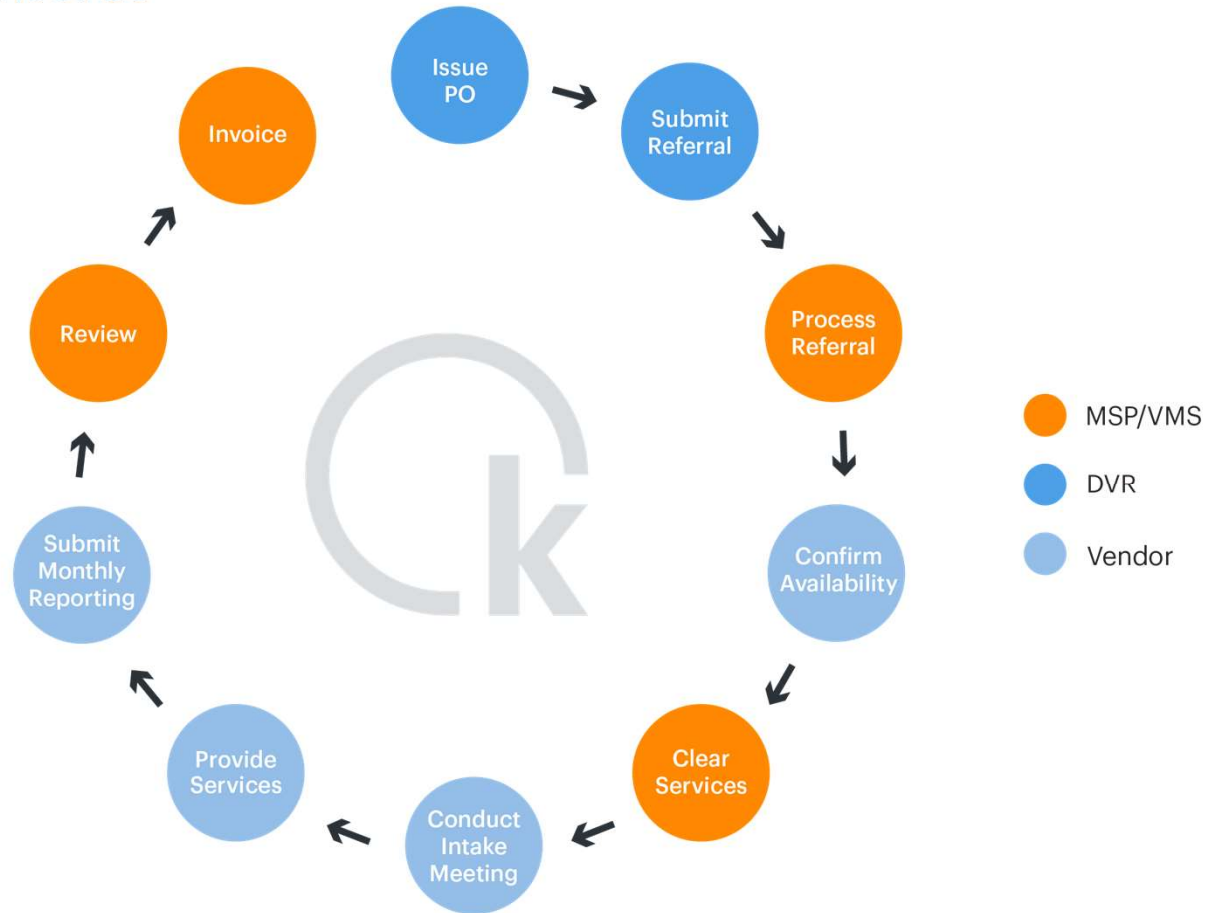
1. The Payment Unit for authorized **Rehabilitation Technology - Training** for one (1) VR Client is one (1) hour, which equals sixty (60) minutes of actual time spent providing Rehabilitation Technology - Training to one (1) VR Client. A partial hour may be billed in increments of a quarter of an hour (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 may issue three (3) months' worth of PO's to avoid gaps in service



# 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 AT-Functional Assessment PO to obligate funding	1. DVR issues AT-Functional Assessment PO to obligate funding
2. DVR submits NPRF	2. DVR submits 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
4. MSP posts referral information (without Client PII) in dotStaff™ Forms for identified Vendor to confirm their availability to provide services <ul style="list-style-type: none"> <li>▪ Vendors have 3 business days to submit their confirmation of ability to provide services or confirm they <i>cannot</i> provide services in dotStaff™ Forms</li> </ul>	4. MSP posts referral information (without Client PII) in dotStaff™ Forms for Vendors to confirm their availability to provide services <ul style="list-style-type: none"> <li>▪ Vendors have 3 business days to submit their confirmation of ability to provide services or confirm if they <i>cannot</i> 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 Client</li> <li>▪ Client may contact Vendors to determine compatibility</li> <li>▪ Client 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 Client has selected a secondary Vendor or if the referral should be opened to the approved Vendor Community

### Mary Orantes Tamayo

**From:** Mary Orantes Tamayo  
**Sent:** Tuesday, February 25, 2025 3:43 PM  
**To:** HI Vocational Rehabilitation Services  
**Subject:** ENCRY PT - 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,



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## Vendor Coordinates and Conducts AT-Functional Assessment



6. Vendor contacts DVR Counselor and VR Client to arrange the Functional Assessment

- Vendor is responsible for scheduling the Functional Assessment with the DVR Counselor, VR Client and, if applicable, VR Client's Guardian/representative, 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 Functional Assessment, and when the anticipated Functional Assessment 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 Functional Assessment

7. Vendor, DVR Counselor, 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.







## Vendor Coordinates and Conducts Consultation and Planning



8. 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.

9. Once the Functional Assessment has been completed, 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 submitting completed AT-Functional Assessment.

- a) DVR will issue Consultation and Planning within 1<sup>st</sup> month of RT-Training PO, based on scheduled Consultation and Planning Meeting.
- b) 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.
- c) If AT devices are recommended and approved, DVR will purchase devices for the VR Client within 5 business days of receiving assessment to avoid training delays.





## Vendor Coordinates and Conducts Consultation and Planning



10. 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 Training PO's to avoid gaps in service

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

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





## Vendor Reporting and Invoicing



13. Vendor submits complete and accurate Service Summary and Reporting Packet to MSP
  - AT-Functional Assessment Report (Exhibit H1) is due within five (5) business days after completion of the assessment.
  - 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/AT-Training were provided.
14. 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
15. 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.



16. DVR Counselor reviews and approves for payment within three (3) business days
  17. Once approved by the DVR Counselor, the Fiscal Management Office (FMO) links the invoice approval to funding
  18. Once approval is linked to funding, the Department of Administrative and General Services (DAGS) remits payment to Knowledge Services
  19. 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





## MSP Process Reminders and Key Tips



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





## MSP Process Reminders and Key Tips Cont.



- 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 objective(s) and/or acquired skills.
  - CRPs are responsible to request additional hours and/or to request continuation Purchase Orders for services to continue the following month.
  - Verbal Purchase Orders are not valid
- 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.





## Interpreting Services Procedures



- For Participants/Clients requiring Interpreting Services: Vendor contacts DVR to request Interpreting Services, providing the following information:
  - Date
  - Time
  - Location
  - Client 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 Rehabilitation Technology Vendor Page



### [Rehabilitation Technology Vendor Page](#)

Site includes:

- Service Specifications
- Exhibits
- Kickoff Presentation
- Program Information
- Training Material







## Reporting Documentation



- Exhibit H1 – Rehabilitation Technology Assistive Technology Functional Assessment Report
  - Submit the AT Functional Assessment Report within five (5) business days of completion of the of the assessment to the MSP
- Exhibit H2 – Rehabilitation Technology Assistive Technology Action Plan
  - Submit the RT Assistive Technology Action Plan within fifteen (15) calendar days of the following calendar month to the MSP in which Rehabilitation Technology Services were provided
- Exhibit H3 – Rehabilitation Technology Assistive Monthly Progress Report
  - Submit the RT Assistive Technology Monthly Progress Report within fifteen (15) calendar days of the following calendar month to the MSP in which Rehabilitation Technology – Training was provided





# Contact Us

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