



SUPPORT SERVICE PROVIDER (SSP) PROGRAM FREQUENTLY ASKED QUESTIONS (FAQ)

About the Program

Q: What is the SSP Program?

A: The Hawai'i Support Service Provider Program connects individuals who are Deaf-Blind with Support Service Providers who enable and empower Deaf-Blind Consumers to make informed choices, decisions, and integrate into community activities where such participation is difficult or impossible without these services. SSPs assist by:

- Providing one-on-one access to visual, auditory, and environmental information*
- Serving as human guides; orienting participants to their environment*
- Interpreting spoken or signed communication and/or facilitating communication*

SSPs are not caregivers or interpreters. They do not make decisions on behalf of the Deaf-Blind Consumer, act in a custodial or guardianship role, and do not work with more than one Consumer at a time.

Service Provision

Q: What kind of activities are provided in the SSP Program?

A: Activities under the SSP Program may include, but are not limited to, the following:

- 1. Health and Well Being: Doctors' appointments/ therapies, Hospital or outpatient clinic for appointments, pharmacy, exercise/fitness activities, etc.*
- 2. Social: Social events (weddings, funerals), family holidays/events, etc.*
- 3. Household Management with Deaf-Blind Consumer: Read mail, scribe to complete forms, facilitate phone calls, accompany to laundromat, personal finance and banking (reader and/or scribe support), shopping (in store and online), etc.*
- 4. Community Integration: Public meetings, events, community seminars, civic organizations, assist in voting, volunteering in community organizations, peer support groups, etc.*

Q: Can I work with multiple consumers during an assignment?

A: To ensure the safety of both the Consumer and SSP, SSPs may not work with more than one Consumer per assignment.

Q: How many monthly service hours will I receive as a Consumer? Do any unused hours roll over to the next month?

A: Consumers are allotted ten (10) service hours per month. Unused services hours will not roll over to the following month.

Support Service Provider Payment

Q: What is the Pay Rate for SSPs?

A: Please see our rate sheet for current SSP Pay Rates here: [Support Services Provider Rate Sheet](#)

Q: Can SSPs charge mileage when using personal vehicle to and from assignment, or only if transporting the Deaf-Blind Consumer?

A: DVR will allow SSP to receive mileage reimbursement of \$10.00 per assignment when using personal vehicle. This includes driving to/from assignment and/or transporting Consumer.

Q: Is there a two-hour minimum for assignments? Is there a norm for how to charge, e.g. if an assignment runs two hours and ten minutes, should the SSP charge by the quarter hour? Half hour? How about State holidays?

A: The minimum duration for an assignment under the SSP Program will be two (2) hours. Services can be billed in quarter-hour increments. SSPs shall be paid the Evening/Weekend rate for assignments that fall on State/Federal Holidays.

Q: Once I have submitted my Progress Report for billing, how long will it take to process payments to SSP's? Will it be by check or is direct deposit a possibility?

A: Once your Progress Report is approved, an invoice will be generated and sent to DVR for payment. Once payment has been received, Knowledge Services will issue payment to the SSP within 10 days of its receipt of payment from the State. SSP's will have the option to register for electronic payments or choose to receive physical checks. If you haven't signed up for direct deposit, you may do so here:

Program Requirements, Eligibility, and How to Join

Q: How do I become a Support Service Provider (SSP)?

A: If you are interested in becoming a Support Service Provider, please visit: [HISSP Interested SSPs – Knowledge Services](#) and follow steps 1-5 to get started!

Support Service Provider Requirements:

- Background check
- Negative TB test result
- Valid driver's license (if using a personal vehicle for assignments)
- Valid personal auto insurance (if using a personal vehicle)

Q: How can I join the program as a Deaf-Blind Consumer? Are there certain requirements?

A: If you would like to join the Support Service Provider Program as a Deaf-Blind consumer, please visit: [Deaf-Blind Consumers - SSP Appointment Request – Knowledge Services](#).

Deaf-Blind Consumer Eligibility Requirements:

- Must be eighteen (18) years of age or older
- Must reside in the State of Hawai'i
- Must have the decision-making skills related to their SSP services
- Must possess verification of Deaf-Blind status (i.e. medical report, Blind Registry, etc.)
- Agree to pay any incidental expenses and/or activity expenses (e.g. parking meters, bus fare, entrance fees, and event tickets).

Other FAQ

Q: Are documents under the SSP Program Accessible for consumers?

A: Yes! Our program documents are accessible for consumers.

Q: Where can I find the Program Documents to get more information about the program?

A: To find more in-depth information about the program, all Program documents can be found on the Support Service Provider page and Deaf-Blind Consumer page under “Program Documents.”

- [Support Service Provider Program \(SSP\) – Knowledge Services](#)
- [Deaf-Blind Consumers – SSP Appointment Request – Knowledge Services](#)

Q: Who can I contact if I am interested in joining the program, but have questions that weren’t answered on this page?

A: We are always looking for more feedback! Please feel free to send your questions to HISSP@knowledgeservices.com and we will get back to you as soon as we can! You may also contact Kiley Cagasan, the local representative for the Program, at: (808) 818-1732.