



# knowledge services

**HIVRS Refinement Training** | State of Hawai'i  
MSP Updates - Effective September 2025  
Presented: July 29<sup>th</sup> & 31<sup>st</sup> 2025

# HIVRS Refinement Training | Agenda



- Roles & Responsibilities
- Supported Employment Changes
- Job Coaching Changes
- Trial Work Experience Changes
- Vocational & Work Adjustment Training Services Changes
- Implementation Next Steps
- Key Changes & Common Questions
- MSP Process Overview
- Interpreting Services Procedure
- Contact Us

# **HIVRS Refinement Training | 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
- Continued open communication and partnership with CRP's

# **HIVRS Refinement Training | Roles & Responsibilities**



## 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, continuation Purchase Orders, etc.

## 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

# HIVRS Refinement Training | Supported Employment Changes



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

*Incorporation of 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.

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

# HIVRS Refinement Training | Supported Employment Changes



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.

Qualifications modified for Supervisory role to include:

- Hold a high school diploma or General Equivalency Diploma (G.E.D) with five (5) years verifiable experience working directly with persons with disabilities and;
  - Be a Certified Employment Service Professional (CESP) or;
  - Have completed specialized training through an Association of Community Rehabilitation Educators (ACRE) certified Supported Employment and/or Customized Employment curricula or;
  - Completed specialized training through an Association of Community Rehabilitation Educators (ACRE) certified Supported Employment and/or Customized Employment curricula within *two (2) years*

Qualifications modified for Employment Specialists and Job Coaches to include:

- Have a high school diploma or General Equivalency Diploma (G.E.D) and ;
  - Be a Certified Employment Service Professional (CESP) or;
  - Have a Job Coach Certificate from an accredited university (e.g., DVR sanctioned through San Diego State University, etc.).

# HIVRS Refinement Training | Supported Employment Changes



- Added language: *Vendor to provide bi-weekly feedback to VR Counselor to provide VR Client's progress and request additional hours or to extend authorized end date for services timely.*
- **Performance Standard #3 - Reporting:** The Vendor shall submit no less than ninety percent (90%) of their initial Reporting Packets completely and accurately, as defined by the MSP, *by the established timelines identified within these Service Specifications.*

<u>Supported Employment Services</u>			
<u>Intake and Assessment</u>			
Location	Big Island Hawaii	Other Islands	Virtual/Remote
Hourly Rate	\$64.15	\$55.48	\$55.48
<u>Customized Employment / Job Coaching (SE)</u>			
Location	Big Island Hawaii	Other Islands	Virtual/Remote
Hourly Rate	\$56.26	\$52.99	\$50.58

# HIVRS Refinement Training | Supported Employment Changes



Supported Employment Service Page: [Supported Employment – HIVRS – Knowledge Services](#)

- Effective 9/1/2025: Exhibit D - Supported Employment Service Specifications
- Effective 9/1/2025: Exhibit D1 - Supported Employment Intake Plan
- Effective 9/1/2025: Exhibit D2 - Supported Employment Monthly Progress Report
- Effective 9/1/2025: Exhibit D3 - Supported Employment Job Placement Report
- Effective 9/1/2025: Exhibit D4 - Supported Employment Service Completion Report
- Effective 9/1/2025: Exhibit D5 - Supported Employment Affirmation of Qualifications
- Effective 9/1/2025: Exhibit C1 - Rate Sheet



# HIVRS Refinement Training | Job Coaching Changes



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

Qualifications modified for Supervisory role to include:

- Hold a high school diploma or General Equivalency Diploma (G.E.D) with five (5) years verifiable experience working directly with persons with disabilities and;
  - Be a Certified Employment Service Professional (CESP) or;
  - Have completed specialized training through an Association of Community Rehabilitation Educators (ACRE) certified Supported Employment and/or Customized Employment curricula or;
  - Completed specialized training through an Association of Community Rehabilitation Educators (ACRE) certified Supported Employment and/or Customized Employment curricula within *two (2) years*

Qualifications modified for Employment Specialists and Job Coaches to include:

- Have a high school diploma or General Equivalency Diploma (G.E.D) and ;
  - Be a Certified Employment Service Professional (CESP) or;
  - Have a Job Coach Certificate from an accredited university (e.g., DVR sanctioned through San Diego State University, etc.).

**Performance Standard #3 - Reporting:** The Vendor shall submit no less than ninety percent (90%) of their initial Reporting Packets completely and accurately, as defined by the MSP, *by the established timelines identified within these Service Specifications.*

# HIVRS Refinement Training | Job Coaching Changes



Job Coaching Service Page: [Job Coaching – HIVRS – Knowledge Services](#)

- Effective 9/1/2025: Exhibit E - Job Coaching Service Specifications
- Effective 9/1/2025: Exhibit E1 - Job Coaching Intake Plan
- Effective 9/1/2025: Exhibit E2 - Job Coaching Monthly Progress Report
- Effective 9/1/2025: Exhibit E3 - Job Coaching Service Completion Report
- Effective 9/1/2025: Exhibit E4 - Job Coaching Affirmation of Qualifications
- Effective 9/1/2025: Exhibit C1 - Rate Sheet

<b><u>Job Coaching (Non-SE)</u></b>			
<b>Location</b>	<b>Big Island Hawaii</b>	<b>Other Islands</b>	<b>Virtual/Remote</b>
<b>Hourly Rate</b>	\$56.97	\$49.24	\$43.90

# HIVRS Refinement Training | Trial Work Experience Changes



Qualifications modified for Employment Specialists and Job Coaches to include:

- Have a high school diploma or General Equivalency Diploma and be a Certified Employment Service Professional (CESP)
- Added language to include: *Vendor to provide bi-weekly feedback to VR Counselor to provide VR Client's progress and request additional hours or to extend authorized end date for services timely.*
- **Performance Standard #3 - Reporting:** The Vendor shall submit no less than ninety percent (90%) of their initial Reporting Packets completely and accurately, as defined by the MSP, *by the established timelines identified within these Service Specifications.*

<u><b>Trial Work Experience</b></u>			
<u><b>Intake and Work Trials</b></u>			
<b>Location</b>	<b>Big Island Hawaii</b>	<b>Other Islands</b>	<b>Virtual/Remote</b>
<b>Hourly Rate</b>	\$90.31	\$81.36	\$77.87

# **HIVRS Refinement Training | Trial Work Experience Changes**



Trial Work Experience Service Page: [Trial Work Experience – HIVRS – Knowledge Services](#)

- Effective 9/1/2025: Exhibit F - Trial Work Experience Service Specifications
- Effective 9/1/2025: Exhibit F1 - Trial Work Experience Intake Plan
- Effective 9/1/2025: Exhibit F2 - Trial Work Experience Assessment Report
- Effective 9/1/2025: Exhibit F3 - Trial Work Experience Affirmation of Qualifications
- Effective 9/1/2025: Exhibit C1 - Rate Sheet

# HIVRS Refinement Training | Vocational & Work Adjustment Training Services Changes



**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.
- Job Readiness Training is replacing Work Based Learning Experience in the Service Specifications

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

One monthly PO will be issued, to include both WRC and JRT services (if applicable):

- PO to include one (1) hourly rate, based on the location in which services will be provided
- CRP will submit one (1) monthly Reporting Packets for both WRC and JRT service provision
- *PO's will no longer be issued for Job Development & Placement and Work Base Learning Experience*
- Updated VWATS Completion Report (Exhibit G4) will replace both Curriculum Completion Report (Exhibit G4) and WBLE Completion Report (Exhibit G6)

# **HIVRS Refinement Training | Vocational & Work Adjustment Training Services Changes**

Qualifications modified for Supervisory role to include:

- Hold a Bachelor’s degree in a related field (e.g. Rehabilitation Counseling, Psychology, Sociology, Education, etc.) with documentation of two **(2)** years of full-time employment working with individuals with disabilities; or
- Hold a high school diploma or General Equivalency Diploma (G.E.D) with documentation of five **(5)** years of full-time employment working with individuals with disabilities.

**Performance Standard #3 - Reporting:** The Vendor shall submit no less than ninety percent (90%) of their initial Reporting Packets completely and accurately, as defined by the MSP, *by the established timelines identified within these Service Specifications.*

<u><b>Vocational and Work Adjustment Training Services</b></u>			
<u><b>Work Readiness Curriculum (WRC) + Job Readiness Training</b></u>			
<b>Location</b>	<b>Big Island Hawaii</b>	<b>Other Islands</b>	<b>Virtual/Remote</b>
<b>Hourly Rate</b>	\$116.00	\$116.00	\$110.00

# **HIVRS Refinement Training | Vocational & Work Adjustment Training Services Changes**



VWATS Service Page: [Adult Vocational Work Adjustment Training Services – HIVRS – Knowledge Services](#)

- Effective 9/1/2025: Exhibit G - Vocational & Work Adjustment Training Services - Adult Service Specifications
- Effective 9/1/2025: Exhibit G1 - Vocational & Work Adjustment Training Services - Adult Skills Appraisal Guide
- Effective 9/1/2025: Exhibit G2 - Vocational & Work Adjustment Training Services - Adult Intake Plan
- Effective 9/1/2025: Exhibit G3 - Vocational & Work Adjustment Training Services - Adult Monthly Progress Report
- Effective 9/1/2025: Exhibit G4 - Vocational & Work Adjustment Training Services - Adult Service Completion Report
- Effective 9/1/2025: Exhibit G5 - Vocational & Work Adjustment Training Services - Adult Affirmation of Qualifications
- Effective 9/1/2025: Exhibit C1 - Rate Sheet

# HIVRS Refinement Training | Implementation Next Steps



Deadline to submit new MSA is Friday, August 22<sup>nd</sup>, 2025

- Please attach the following to your MSA submission:
  - Compliant Certificate of Insurance (COI)
  - Signed W-9
  - Hawaii Compliance Express (HCE) Proof of Compliance

New Exhibits are required to be utilized as of September 1<sup>st</sup>, 2025 for September 2025 services

- Services completed in July and August are required to have the *current* exhibits utilized
- Services completed in September are required to have new exhibits (footer 09-01-2025) utilized

PO's for September 2025 (and moving forward) will align with changes identified within the Refinement



# HIVRS Refinement Training | Key Changes and Common Questions



## Key Changes:

- 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.

**Q:** What happens if I do not sign a new MSA with Knowledge Services?

**A:** Services must stop as of September 1<sup>st</sup>, 2025 given you will no longer have a valid MSA/contract in place.

**Q:** Who do I contact with my questions regarding the refinement changes?

**A:** Please reach out directly to Mary Orantes Tamayo at [maryo@knowledgeservices.com](mailto:maryo@knowledgeservices.com) or Samantha Villegas at [SamanthaV@knowledgeservices.com](mailto:SamanthaV@knowledgeservices.com).

**Q:** Who do I contact with my regular day-to-day questions?

**A:** Please contact Kona Aina directly at [HIVRS@knowledgeservices.com](mailto:HIVRS@knowledgeservices.com).

Pre-Identified Vendor:	Open Referral (Non Pre-Identified Vendor):
1. DVR issues PO to obligate funding for <u>first two months of service</u>	1. DVR issues PO to obligate funding for <u>first two months of service</u>
2. DVR completes NPRF and, <u>effective 9/1/25</u> , attach the signed PO	2. DVR completes NPRF and, <u>effective 9/1/25</u> , attach the signed PO
3. MSP posts referral information (without Participant 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 in dotStaff™ Forms</li> </ul>	3. MSP posts referral information (without Participant 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 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>

4. 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

5. 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

# HIVRS Refinement Training | MSP Process Overview cont.



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 Vendor
7. 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
  - SE, JC, and VWATS: Vendors are responsible for initiating service provision within ten (10) business days after completion of the Intake Plan Meeting
  - TWE: Vendors are responsible to identify and establish location(s) in which to conduct TWE within ten (10) business days following the Intake Plan Meeting
8. CRP provides bi-weekly feedback to DVR Counselor.
  - If additional feedback is needed, DVR Counselor is able to contact CRP directly.
9. If needed, Vendor emails DVR Counselor to requests additional hours or generate a new PO to extend services to the next calendar month
  - *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*
10. VR will email amended PO's to HIVRS@knowledgeservices.com for processing.
  - MSP will process PO to CRP within one (1) business day of receipt

# HIVRS Refinement Training | MSP Process Overview cont.



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

## HIVRS Refinement Training | MSP Process Overview 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](mailto:HIVRS@knowledgeservices.com)*

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

# HIVRS Refinement Training | 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 Refinement Training | Contact Us



[HIVRS@knowledgeservices.com](mailto:HIVRS@knowledgeservices.com)



**Samantha Villegas**

Director, MSP - HHS Programs  
(602) 698-0944

[SamanthaV@knowledgeservices.com](mailto:SamanthaV@knowledgeservices.com)



**Mary Orantes Tamayo**

Delivery Manager  
(602) 842-4155

[MaryO@knowledgeservices.com](mailto:MaryO@knowledgeservices.com)



**Christina Kizzee**

Delivery Manager  
(602) 910-6107

[ChristinaK@knowledgeservices.com](mailto:ChristinaK@knowledgeservices.com)



**Kona Aina**

VRS Program Support Representative  
(808) 818-1785

[KonaS@knowledgeservices.com](mailto:KonaS@knowledgeservices.com)



**Amber Robertson**

VRS Program Team Lead  
(602) 903-4073

[AmberR@knowledgeservices.com](mailto:AmberR@knowledgeservices.com)



**Questions  
+  
Discussion**

