



knowledge services

ARIZONA DEPARTMENT OF ECONOMIC SECURITY
MANAGED SERVICES PROVIDER (MSP)
VOCATIONAL REHABILITATION SERVICES
VENDOR KICK OFF MEETING

December 2019

Agenda

We Believe in Service

- Introductions
- Knowledge Services Overview
- Industry Definitions
- State Objectives
- Implementation Timeline
- Next Steps
- Questions and Answers



About Knowledge Services

Serving those who serve others

- Founded in 1994
- Certified WBE
- Workforce Management Experts
 - Managed Service Provider (MSP)
 - Vendor Management System (VMS) – dotStaff™
 - Employer of Record (EOR) / Payrolling
 - IC/1099 Compliance Programs
 - Managed Programs
 - Staffing / Recruiting
- Proven MSP Program Expertise
 - 50 enterprise wide programs in Government, Healthcare, Banking/Finance, Retail, Food Services, Entertainment
 - MSP for State of Indiana, Maine, Arizona, Tennessee, Florida, Utah, Ohio, Mississippi, Missouri and North Dakota
 - All Labor Categories
 - Statement of Work
 - Gig Workforce



■ Industry Definitions

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- 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 suppliers.
- 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.

Department of Economic Security Objectives

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- Contract consolidation
- Streamlining of Vocational Rehabilitation service processes
 - Transparency of service provisions
 - Centralized invoicing
- Provide Vocational Rehabilitation clients and vendors access to an open, continuous and robust network of services and service providers
 - Competitive solicitations
 - Three or more vendors involved in each request for Authorization (where applicable)
 - Client has authority in selecting vendor
- Multi-phased implementation
 - Phase One (October 2018) – Work Adjustment Training (WAT) and Trial Work Experience (TWE)
 - Phase Two (January 2019) – Vocational Assessment (VA) and Job Training Services (JTS)
 - Phase Three, Part A (January/February 2020)
 - Neurorehabilitation – February 1, 2020
 - Spinal Cord Injury Community Education & Information – February 1, 2020
 - Website, Maintenance, Updates, Upgrades (Enhancements), Training and Analysis – January 15, 2020
 - Phase Three, Part B (September 2020)
 - Phase Three, Part C (June 2021)

■ Implementation Timeline

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- Communication
 - Internal Counselors and Users (Ongoing)
 - External Vendors (Ongoing)
- Kick Off Meetings (Internal and External)
 - Week of December 9th
- Vendor Enrollment
 - Week of December 23rd
- Counselor Program Training
 - TBD
- Vendor Program Training
 - Week of January 13th

■ Next Steps

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- Vendors complete:
 - Master Services Agreement (MSA)
 - Certificate of Insurance (COI)
 - W-9
 - Vendor Information and Authorization Routing Form
 - Vendor Personnel Compliance Form
 - Vendor Code of Conduct
 - Possible Interested Vendor Form with updated rates and curriculum

- Vendors register to attend training the week of January 13th
 - Two hour training sessions

Common Vendor Questions

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- What happens to my existing authorizations and/or purchase orders?
 - All current authorizations/purchase orders for Phase Three, Part A may be “re-rated” prior to Go Live. Additional details to follow in the upcoming weeks.
 - **Neurorehabilitation:** All invoicing for services rendered after February 1st will go through the Knowledge Services MSP Program.
 - **Spinal Cord Injury Community Education & Information:** All invoicing for services rendered after February 1st will go through the Knowledge Services MSP Program.
 - **Website, Maintenance, Updates, Upgrades (Enhancements), Training and Analysis:** All invoicing for services rendered after January 15th will go through the Knowledge Services MSP program.

Questions

Contact Us

azvrs@knowledgeservices.com

Thank you.