



## Kickoff Meeting

*Blindness Training - VR Staff Orientation  
AZVRS MSP Program*

*Presented: 13 November 2025*





## Kickoff Meeting | Agenda



- Knowledge Services Overview
- Industry Definitions
- AZ Department of Economic Security (ADES) Objectives
- AZVRS MSP Program Vendor Page
- Next Steps | Implementation Timeline
- Questions | Discussion
- Contact Us

# Kickoff Meeting | Knowledge Services Overview



## Managed Services

- Staff Augmentation
- Statement of Work
- Human Services

## Workforce Management

- Project-based Solutions
- Program-based Solutions

## Survey Management

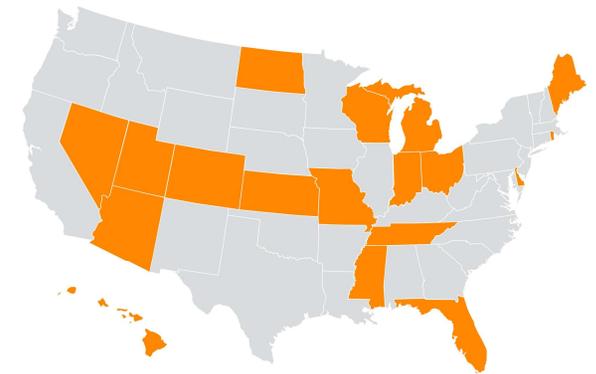
- Development + Design
- Administration + Collection
- Analytics + Report of Findings

## Staffing + Recruiting

- Direct + Contract-to-Hire
- Temporary Staffing
- Employer of Record (EOR)

## Cybersecurity Services

- Consulting & Advisory Services
- RAMPxchange Cyber Marketplace
- StateRAMP Founding Member + PMO



Serving Those Who Serve Others  
Founded in 1994 | WBE

Proprietary & Confidential

## Kickoff Team | 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 approved CRP network.

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

## Kickoff Meeting | AZ Department of Economic Security (ADES) Objectives



### *Blindness Training – VR Staff Orientation*

- ADES' endeavor to promote inclusive and accessible services for persons with sensory disabilities.
- Services will include **Educational Workshops:**
  1. Orientation to Blindness Awareness
  2. Vendor Staff Shadowing
  3. Immersion Experience
    - These three (3) Educational Workshops are intended to be delivered in sequence but may also be offered as standalone services or out of order, depending on ADES's assessment of the need.
    - The primary goal of this service is to provide full-day, eight (8) hour Educational Workshops that focus on orienting VR Staff to the unique challenges encountered by VR Clients with sensory disabilities.
    - All services providing Educational Workshops must receive prior approval from VR before scheduling and delivery.

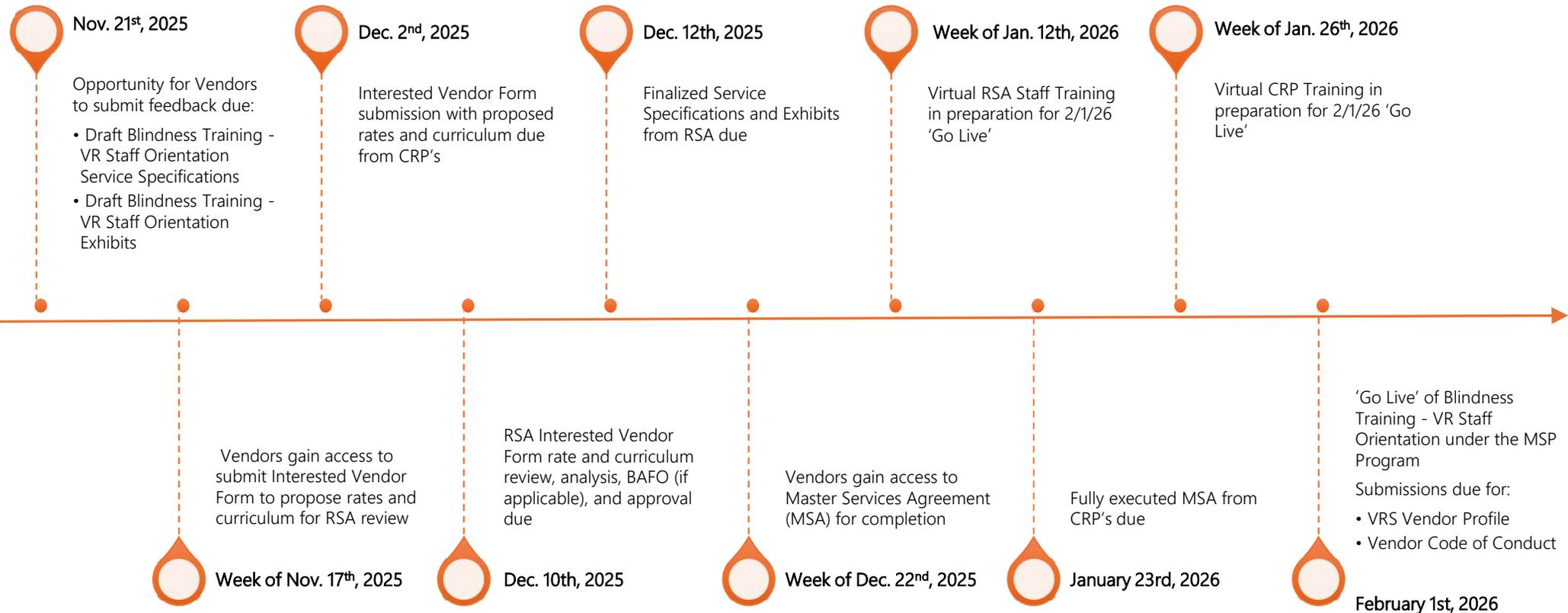
## **Kickoff Meeting | AZVRS MSP Program & Vendor Page**



[AZVRS MSP Program Page](#)

- [Blindness Training - VR Staff Orientation Vendor Page](#)

# Kickoff Meeting | Implementation Timeline



# Kickoff Meeting | Next Steps



## Communication

- Ongoing Internal RSA Staff
- Ongoing External CRP's



## Kickoff Meetings

- CRP Kickoff Meeting(s):  
Week of November 10<sup>th</sup>, 2025



## CRP Feedback

- Deadline to email feedback to [AZVRS@knowledgeservices.com](mailto:AZVRS@knowledgeservices.com):  
November 21<sup>st</sup>, 2025



## Rate Submission

*Submissions must be completed through the Interested Vendor Form*

- Beginning week of November 17<sup>th</sup>, 2025
- Deadline to submit by December 2<sup>nd</sup>, 2025



## CRP Enrollment

- Beginning the week of December 22<sup>nd</sup>, 2025
- Fully executed MSA with compliant COI due by January 23<sup>rd</sup>, 2026



## CRP Program Training

- Week of January 26<sup>th</sup>, 2026

**Questions  
+  
Discussion**



 **Kickoff Meeting | Contact Us**



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