



knowledge services

ARIZONA DEPARTMENT OF ECONOMIC SECURITY
MANAGED SERVICES PROVIDER (MSP)
VOCATIONAL REHABILITATION SERVICES
VENDOR KICK OFF MEETING
DECEMBER 2020

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 Arizona, Colorado, Florida, Indiana, Maine, Mississippi, Missouri, Nevada, North Dakota, Ohio, Rhode Island, Tennessee, and Utah
 - 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)
 - VR 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 (JT)
 - Phase Three, Part A (March 2020) – Comprehensive Neurorehabilitation Services (Comp Neuro), CE&I Spinal Cord Injury Services (SCI), and CE&I Disability Benefits Website (DB101)
 - Phase Three, Part B (October 2020) – Rehabilitation Instructional Services (RIS)
 - Phase Three, Part C (February 2021)
 - Job Development and Retention (JDR), formerly Disability Related Employment Services (DRES)

■ Implementation Timeline

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- Communication
 - Internal VR Counselors and Users (Ongoing)
 - External Vendors (Ongoing)
- Kick Off Meetings
 - Beginning Week of December 14th, 2020
- Vendor Rate Submission via Interested Vendor Form
 - Beginning Week of December 14th, 2020
 - Due by January 8th, 2021
- Vendor Enrollment
 - Beginning Week of January 8th, 2021
 - Fully Executed MSA with compliant COI due by January 22nd, 2021
- Vendor Program Training
 - Beginning Week of January 25th, 2021

Next Steps

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- Vendors complete the following steps to join the AZVRS MSP Program:
 - Interested Vendor Form for Rate Submission
 - Submission to include one (1) Local Rate and one (1) Distant Rate
 - Master Service Agreement (MSA)
 - Certificate of Insurance (COI)
 - W-9
 - Vendor Information and Authorization Routing Form
 - Vendor Personnel Compliance Form
 - Vendor Code of Conduct
- Opportunity for Vendors to submit feedback on the draft versions of the Service Specifications and Exhibits due by December 21st, 2020
- Vendors will register to attend a virtual Training Session the week of January 25th, 2021

Common Vendor Questions

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- What happens to my existing authorizations?
 - All current authorizations for Phase Three, Part C will be “re-rated” prior to Go Live.
 - All invoicing for services rendered after February 1st, 2021 will go through the Knowledge Services MSP Program.

Questions

Contact Us

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Thank you.