



knowledge services

ARIZONA DEPARTMENT OF ECONOMIC SECURITY  
MANAGED SERVICES PROVIDER (MSP)  
VOCATIONAL REHABILITATION SERVICES  
VENDOR KICK OFF MEETING  
MAY 2021

# 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, Michigan, Mississippi, Missouri, Nevada, North Dakota, Ohio, Rhode Island, Tennessee, Utah and Wisconsin.
  - All Labor Categories
  - Statement of Work
  - Gig Workforce



# Industry Definitions

## Serving those who serve others

- As the **Managed Service Provider (MSP)**, Knowledge Services takes on primary responsibilities for managing an organization's project service deliverables and vendors.
- dotStaff™ is Knowledge Services' **Vendor Management System (VMS)** which is an internet-enabled project sourcing, milestone and invoicing application that enables us to procure and manage a wide range of projects and services in accordance with the organization's processes and rules.

# Department of Economic Security Objectives

## Serving those who serve others

- 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)
  - Phase Three, Part D (July 2021) – Dental Services and Psychological Services

# Implementation Timeline

## Serving those who serve others

- Communication
  - Internal VR Counselors and Users (Ongoing)
  - External Vendors (Ongoing)
- Kick Off Meetings
  - Beginning Week of May 12th
- Vendor Feedback on Exhibits
  - Due Friday, May 14th
- Vendor Enrollment
  - Beginning Week of May 31<sup>st</sup>
- Vendor Program Training
  - Beginning Week of June 21<sup>st</sup>

# Next Steps

## Serving those who serve others

- Vendors complete:
  - Provide Vendor Feedback on Exhibits
    - Due this Friday, 5/14/2021
  - Master Service Agreement (MSA) with compliant Certificate of Insurance (COI) and W-9
    - An email will be sent to all Vendors once the MSA is ready for your review and submission – Anticipating 5/31/2021.
    - MSA submission for all Vendors will be due Friday, 6/11/2021
  - Vendor Training
    - An email will be sent to all Vendors with available training dates, requesting your team to RSVP. Training to be scheduled during the week of 6/21/2021.
  - Vendor Personnel Compliance Form
    - An email will be sent to all Vendors once the Vendor Personnel Compliance Form is ready for your submission
  - Vendor Information and Authorization Routing Form
  - Vendor Code of Conduct

# Common Vendor Questions

## Serving those who serve others

- What happens to my existing authorizations?
  - New authorizations will be generated for Dental Services effective 7/1/2021 under the MSP.
  - All invoicing for services rendered *after* July 1st will go through the Knowledge Services MSP Program.

# Questions

# Contact Us

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**Thank you**