



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

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- 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

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

Implementation Timeline

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- 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 Rate Submission via Interested Vendor Form for Psychological Services
 - Due Friday, May 21st
- Vendor Enrollment
 - Beginning Week of May 31st
- Vendor Program Training
 - Beginning Week of June 21st

Next Steps

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- Vendors complete:

- Provide Vendor Feedback on Exhibits
 - Due this Friday, 5/14/2021
- Interested Vendor Form for Psychological Services Rate Submission
 - Due Friday, 5/21/2021
- 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

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- What happens to my existing authorizations?
 - All current authorizations for Psychological Services will be “re-rated” prior to Go Live. Effective 7/1/2021 new authorizations will be generated reflecting your new/approved rates 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