knowledge services

STATE OF ARIZONA
REHABILITATION SERVICES ADMINISTRATION (RSA)
MANAGED SERVICE PROVIDER (MSP)
FOR VOCATIONAL REHABILITATION (VR)
VENDOR PROGRAM TRAINING

Vocational Assessment – September 2020

Agenda

- Introductions

- RSA Initiative Overview and Objectives

- Knowledge Services Overview

- Industry Definitions

- Process Overview

- Review of Reporting Documents

- Vendor Personnel Compliance

- Service Specifications Changes

- Next Steps

- Questions & Answers

RSA Initiative Overview and Objectives

The VR program procured a contract for a Managed Service Provider (MSP) to provide various disability related services to VR Clients. The ongoing implementation of WIOA has required VR programs to think differently about how services are provided to VR Clients and expand the capability to serve individuals with the most significant disabilities.

RSA Initiative Overview and Objectives

Several methods of procurement were considered and the concept of a Managed Service Provider (MSP) resonated as a solution that would help meet several key outcomes:

- Provide an option to have the continuous opportunity to add to the network of service providers in order to best serve the needs of VR Clients across the state.

- Provide transparency in the selection of service providers and ensure VR Client informed choice throughout the selection of service providers.

- Reduce VR Counselor administrative time researching and arranging for available service providers.

- Contract consolidation.

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

  - 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, Nevada, North Dakota, & Rhode Island

  - All Labor Categories including Statement of Work

  - Gig Workforce

Industry Definitions

- As the **Managed Service Provider (MSP)**, Knowledge Services takes on primary responsibilities for managing an organization's project and 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.

Terminology

- Guidesoft Inc., dba Knowledge Services

- MSP

- dotStaff™/VMS

- Posting/Bid

- Rates for Services

- Vendor: Supervisor / Job Coach / Representative / Personnel

- MSA

- MSP New Client Referral Form

- Service Summary

- Vocational Assessment Evaluation Report

- Vocational Assessment Post-Service Consultation Report

Engaging the MSP

When to engage the MSP?

- New VR Clients

- Escalation

- Questions regarding Vendor/Vendor Representative

- Authorizations received outside of the MSP Program Team

- Invoice and/or payment questions

How to engage the MSP?

- Call the MSP Program Team

- Email the MSP Program Team

MSP New Client Referral Process

1. VR Counselor and VR Client meet

   - Meeting is to determine if service is needed

2. If services are approved, VR Counselor submits MSP New Client Referral Form to MSP Program Team

3. MSP Program Team creates posting in dotStaff™ to send to appropriate Vendors

4. Vendors submit confirmation of ability to service VR Client in dotStaff™

   - Vendors have 3 business days to submit confirmation in dotStaff™

Knowledge Services Coordination with Vendor Network

5. MSP Program Team provides VR Counselor with list of Vendors who can service VR Client

6. VR Counselor reviews Vendor list with VR Client

7. If applicable, VR Client contacts Vendors to determine compatibility

8. VR Client selects Vendor

9. For Vocational Assessment/Vocational Evaluation: VR Counselor creates necessary pieces in LIBERA

Vendor Selection and Creation of Authorization

10. VR Counselor tasks Purchasing Tech (PT) to create an authorization in LIBERA

    • No verbal authorizations allowed

11. PT creates authorization in LIBERA

12. PT emails authorization to MSP Program Team, MSP Program Team emails authorization and MSP New Client Referral Form to selected Vendor

    • If applicable, VR Counselor will email supporting documentation to Vendor, once authorization has been sent to Vendor from MSP Program Team

13. MSP Program Team accepts the selected Vendor in dotStaff™

Vendor Selection and Creation of Authorization (cont.)

14. Vendor contacts VR Client to schedule Vocational Assessment evaluation

    - Vendor is responsible for scheduling the evaluation with VR Client within 7 business days after receipt of an assignment from the MSP

15. If applicable, VR Counselor tasks PT to amend current authorization for change in units, change in dates, additional services line or cancellation of services in LIBERA

16. If applicable, PT creates amended authorization in LIBERA and send to MSP Program Team, MSP Program Team sends to Vendor

Vendor Service and Invoicing Process

17. Vendor proceeds to servicing the VR Client

18. Vendor submits complete and accurate electronic Service Summary, Evaluation Report, and Post-Service Consultation Report (forms applicable to each VR Client) to MSP Program Team

    - Electronic Service Summary and 1 PDF Evaluation Report must be submitted within 7 business days upon completion of evaluation
    - Electronic Service Summary and 1 PDF Post-Service Consultation Report must be submitted within 7 business days upon completion of the Post-Service Consultation meeting

19. MSP Program Team reviews documentation and enters to dotStaff™ for invoicing

20. MSP Program Team sends invoice and supporting documentation to AIB

Vendor Service and Invoicing Process (cont.)

21. AIB receives and processes required report(s) into ECF and invoice(s) into authorization in LIBERA

22. AIB tasks VR Counselor to review invoice in LIBERA

23. VR Counselor reviews required report(s) and invoice(s) and approves for payment in LIBERA

24. VR Counselor acknowledges task as complete in LIBERA and enters ready-for-payment date on authorization in LIBERA

25. State remits payment to Knowledge Services

26. Knowledge Services remits payment to Vendor

Review of Reporting Documents

- Electronic Service Summary

- Exhibit G1 - Vocational Assessment Evaluation Report

- Exhibit G2 - Vocational Assessment Post-Service Consultation Report

Vendor Personnel Compliance

[Vendor Personnel Compliance Form](#)

- One form to provide the following:

  - Central Registry
  - Fingerprint Clearance Card
  - E-Verify
  - Affirmation of Qualifications

- Vendors are responsible for all vetting of personnel and maintaining documentation

    - Documentation for Vendor personnel can be requested at any time by RSA or Knowledge Services

Process for Adding New Personnel

1. Vendor completes [Vendor Personnel Compliance Form](#) found on the Vendor Portal

   - MSP Program Team provides completed form to DERS Central Registry
   - MSP conducted FPCC check

2. MSP Program Team emails DERS Central Registry Results to Vendor

3. Vendor Personnel signs Exhibit C – Vendor Code of Conduct

   - Vendors are required to have a signed copy in the personnel file of all Personnel prior to being cleared to provide services under the MSP Program

4. MSP Program Team sends Clearance Email to Vendor, clearing Vendor Personnel to begin working with VR Clients for the identified service(s)

Vocational Assessment Service Specifications - Changes

Service Specs. Effective October 2020

- Reporting Requirements:

  - Submit to the MSP completely and accurately 1 PDF Reporting Packet for each individual VR Client.
    - Reporting Packets submitted with multiple PDFs will not be processed and will be returned to the Vendor.

- Service Provider (Vendor) Qualification Requirements:

1. Demonstrate knowledge and competence by evidence of documented training and/or work experience, in the following areas:
   a. Disabilities Awareness to include the following areas of impairment: deafness, blindness, physical, cognitive (learning disabilities), brain injury, developmental/cognitive, serious mental illness, etc.;
   b. Barriers and issues that prevent individuals with disabilities (particularly severe disabilities) from entering and succeeding in the workplace;
   c. Strategies necessary for achieving successful, long-term employment outcomes for individuals with disabilities and how these strategies will lead to improved employment outcomes;
   d. Work Readiness and Employability Skills

Process Timeline Reminders

- Vendors have 3 business days to confirm their ability to provide service in dotStaff™

  - Pre-Identified vs. Non Pre-Identified
  - Once the dotStaff™ bid has been submitted and the MSP Program Team has received the authorization from RSA, MSP Program Team will send both the MSP New Client Referral Form and Authorization to the Vendor clearing Vendor to schedule the CSP

- Vocational Assessment/Evaluations are due within 7 business days upon completion of the evaluation to the MSP Program Team. Post-Service Consultation Reports are due within 7 business days upon completion of the Post-Service Consultation meeting to the MSP Program Team

  - Vendors should *not* send the Evaluations, Post-Service Consultation Report, or Supporting Documentation directly to AIB or VR Counselors
  - Once approved by the MSP Program Team, a milestone is entered into dotStaff™ which will generate an invoice
  - Vendor's can access dotStaff™→ View Milestones to obtain updates on each invoice status

Common Vendor Questions

- Where can I find the Exhibits to utilize within each Monthly Reporting Packet?

  - Each Vocational Assessment Exhibit can be found on the [VA Vendor Page](#)

- Will I be able to maintain a relationship with VR Counselors?

  - Yes, but please note the following:
    - Authorizations must be sent to vendors directly from the MSP Program Team (verbal authorizations are not valid)
    - No Monthly Reporting Packets should be sent outside of the MSP Program Team

AZVRS MSP Vendor Website

Vendor Registration and Information Portal

Site includes:

- Master Services Agreement
- Required Certificate of Insurance (COI) information
- W-9 Form
- Vendor Information and Authorization Routing Form
- Service Summary, Service Specifications, and Exhibits
- Vendor Personnel Compliance Form
- Vendor Code of Conduct
- dotStaff™ Vendor Guide
- MSP Program FAQ
- Training Presentations

Next Steps

1. Vendor's sign updated MSA with Knowledge Services

    -   Updated Service Specifications

2. Vendor's train each sub-vendor and Vendor Personnel on new MSP Program processes, requirements, and expectations

3. Effective October 1, 2020, utilize new Exhibits found on the VA Vendor Portal, reflecting the 10-01-2020 footer for monthly Reporting Packets

    -   These forms are required to be utilized for services provided beginning October 1, 2020

4. To add new Vendor Personnel: Vendor's complete the Vendor Personnel Compliance Form and the Code of Conduct

5. Yearly Central Registry Renewal: More information to come in October 2020

6. To update Vendor Information or Authorization Routing Contact: Complete Vendor Information and Authorization Routing Form

Questions

Contact Us

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Thank you