

**AGENDA**  
**WISCONSIN REHABILITATION COUNCIL**  
**November 9, 2023**  
**9:00 AM – 2:30 PM**

**WebEx Virtual Meeting**

<https://dwdwi.webex.com/dwdwi/j.php?MTID=mf1939aaa1a7684515b8c6faf479a8121>

**To join by phone only, call 855-282-6330 access code 2660 182 0905**

**A Statement of Mission**

The Wisconsin Rehabilitation Council, working on behalf of Wisconsin residents with disabilities, will review, analyze, and advise the Division of Vocational Rehabilitation (DVR) regarding the performance of its responsibilities in providing quality services to persons with disabilities.

- |               |   |
|---------------|---|
| 9:00 – 9:15   | Roll Call and Introductions<br>Announcements<br>Quorum Check<br>Approval of Minutes – August 2023   |
| 9:15 – 9:45   | Committee Updates and Committee Member Approvals: <ul style="list-style-type: none"><li>• Council Engagement Committee</li><li>• Performance Measures and Quality Assurance Committee</li><li>• Policy Review and Administration Committee</li><li>• Services to Business Committee</li><li>• Executive Committee</li></ul> |
| 9:45 – 10:00  | Committee Chair Vacancy Discussion <ul style="list-style-type: none"><li>• Council Engagement Committee</li><li>• Policy Review and Administration Committee</li></ul>  |
| 10:00 – 10:30 | CAP Report<br>Jen Espinoza Forlenza, Disability Rights Wisconsin  |
| 10:30 – 10:45 | Break   |

10:45 – 11:00	Self-Employment Toolkit Update Sarah Kuehn, DVR Program and Policy Analyst
11:00 – 12:00	DVR Administrative Update Delora Newton, DVR Administrator
12:00 – 12:30	Lunch Break
12:30 – 12:45	Public Comment
12:45 – 1:45	Overview of DVR Supported Employment and Customized Employment Services Tania Hanford, DVR Program and Policy Analyst
1:45 – 2:15	WisTech Program Overview Laura Plummer, DHS Assistive Technology Program Coordinator
2:15 – 2:30	Review Action Items and Identify Future Agenda Topics
2:30	Adjourn

\*Public comment is limited to the time listed on the agenda. Comments can be sent at any time to: [DVRWIRehabCouncil@dwd.wisconsin.gov](mailto:DVRWIRehabCouncil@dwd.wisconsin.gov).

Comments sent to that e-mail box will be read to the full council at the next meeting unless a specific subcommittee is listed. If a specific subcommittee is listed, comments will be sent directly to them and reviewed at their next committee meeting.

# Client Assistance Program

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UPDATE TO WISCONSIN REHABILITATION COUNCIL

*NOVEMBER 9<sup>TH</sup>, 2023*



# Client Assistance Program

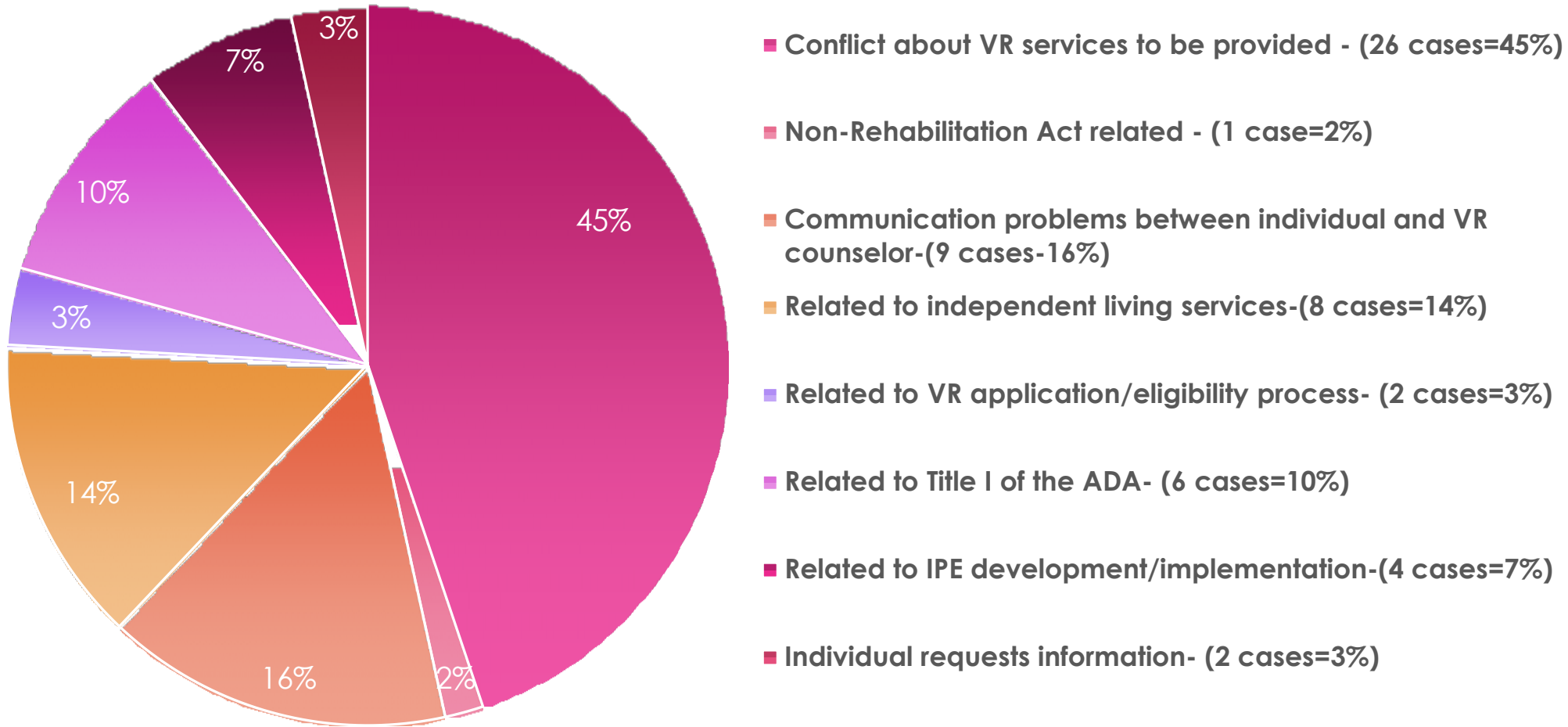
## Fiscal Year 2023 Overview

(October 1, 2022-September 30<sup>th</sup> 2023)

- ▶ Service Requests served through CAP funding, broken out by problem area
- ▶ Outcomes of closed cases
- ▶ Comment on Information and Referrals (31 calls)

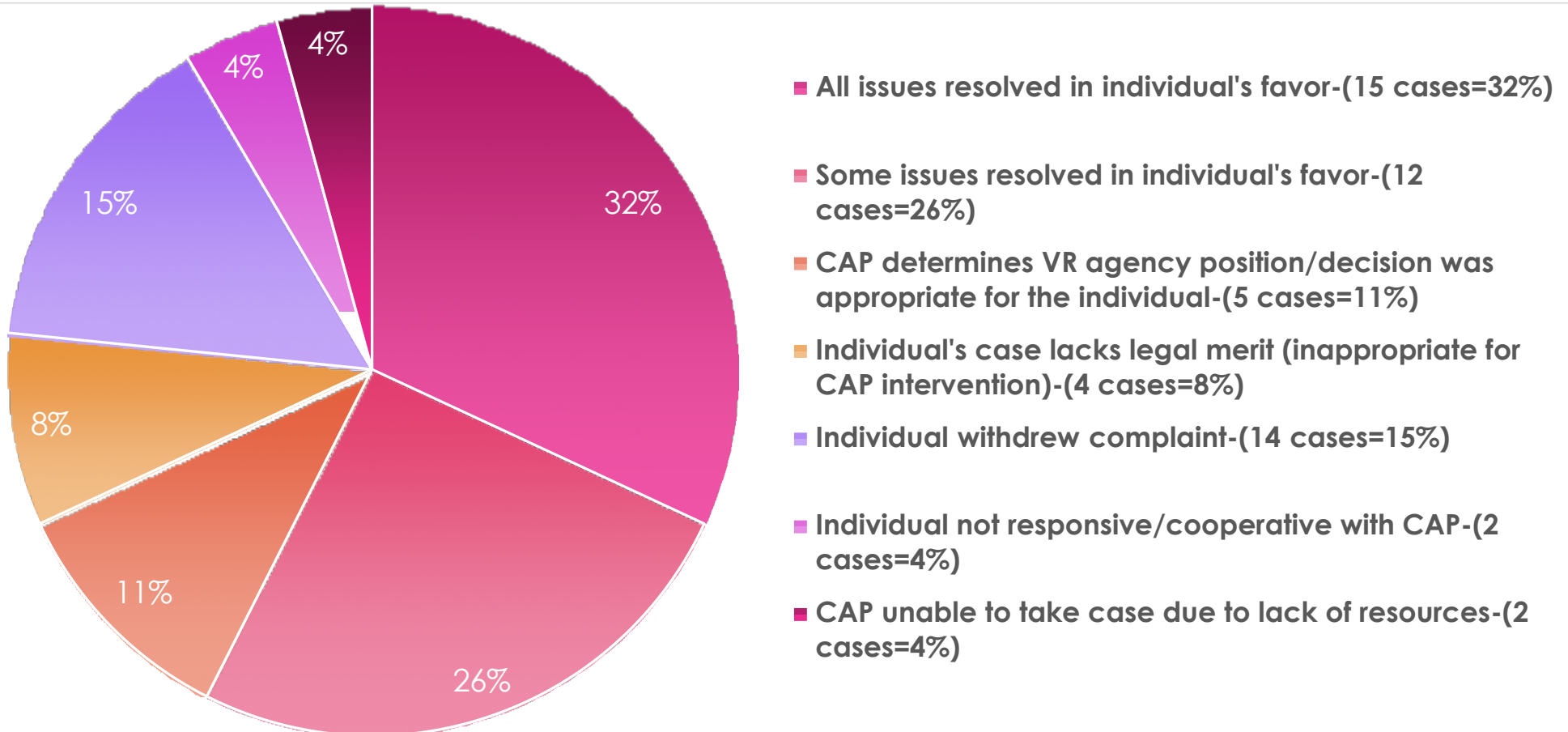
# There were 58 CAP funded Service Requests in FY 2023 (10/1/22-9/30/23)

## Service Requests Broken Out by Problem Area



# CAP closed 47 Service Requests in FY 2023 (10/1/22-9/30/23)

## Outcomes of Cases that were Closed





# Client Assistance Program Fiscal Year 2023

## Case Examples

### Impartial Hearing

- ▶ Issues: Self Employment Goal. CAP first opened case in 2021. Case went to an Impartial Hearing in 2023. CAP represented. One of three denied services authorized.

### Due Process/Informally Resolved

- ▶ Issue: Competitive Integrated Employment Goal-Client requesting additional services and support to get professional credential to get a more competitive, higher paying job.

### Collaboration/Facilitation

- ▶ Issue: Transition Age Client-Evolving IPE goal, CAP/DVR collaboration to support client with SPMI

# Priority Setting for All Grants in Progress

- ▶ **P&A:** A draft of Protection and Advocacy priorities will be available for public comment in the next few days.
  - ▶ I will forward the link to the Chair and for possible distribution to the WRC list if deemed appropriate.
- ▶ **CAP:**
  - ▶ Looking at trends from FY 2023 to develop priorities.
  - ▶ Considering complimentary areas with other grants such as PABSS and PADD.



## Examples of Some Trends/Possible Areas of Focus

- ▶ Five cases with Self-Employment as the IPE goal in 2023.
- ▶ Geographic coverage of CAP cases, need for outreach?
- ▶ Competitive Integrated Employment and Transition Age Youth and Post Transition
- ▶ Constituent Advisory Committee for the University Center for Excellence in Developmental Disabilities

# CAP Outreach/Training 2023 Focus

## ▶ **CAP outreach focus this past year**

- ▶ Meetings with Centers for Independent Living
- ▶ Transition Fair for MMSD
- ▶ Presentation to the Waukesha County ADRC Transition Team and Parents
- ▶ Training on CAP for New DVR staff-last done January 2023, looking to resume

## ▶ **CAP as part of DRW events:**

- ▶ Distribution of CAP materials at DRW agency outreach, e.g., Disability Pride in Dane County, FOCUS conference, Self-Determination Conference

## ▶ **New outreach materials now available**

- ▶ Brochures/one-page flyers now available in English, Spanish, Hmong and screen reader friendly option.
- ▶ **Requests can be made to: [info@drwi.org](mailto:info@drwi.org).**

## What is the Client Assistance Program (CAP)?

Wisconsin CAP is a federally funded program designed to help people with disabilities who have questions or concerns about services from the Division of Vocational Rehabilitation (DVR) or an Independent Living Center (ILC).

**Call CAP!** We can help you know your options for support and services.



**CAP can help and it's FREE!**

disabilityrights|wisconsin

## Contact Us

Disability Rights Wisconsin is a private non-profit organization established in 1977 that protects the rights of people with disabilities throughout Wisconsin.

We serve the state with offices in Madison and Milwaukee.



800-928-8778  
info@drwi.org  
disabilityrightswi.org



disabilityrights|WISCONSIN

## Client Assistance Program



Helping people with disabilities to understand and access services for employment and greater independence in the community

disabilityrights|WISCONSIN



### How can CAP help?

#### Information

Our knowledgeable staff can explain available services and benefits. We can provide information about your rights and how to access DVR and Independent Living Center services.

#### Advice

We can help identify barriers to effective services and advise on best practices and strategies for improving delivery of services.

#### Advocacy

CAP can help advocate for you to get the services you need. We can work with service providers to resolve disagreements or advise you how to appeal. We also support clients to become powerful self-advocates who can safeguard their own rights and services.

disabilityrights|wisconsin

### What is DVR?

The Wisconsin Division of Vocational Rehabilitation (DVR), within the Department of Workforce Development (DWD) is a government program which helps people with disabilities get a job, keep a job, or get a better job. DVR assists with the training, supports, and services needed for employment.



### What is an ILC?

Independent Living Centers (ILCs), within the Wisconsin Department of Health Services (OHS), are non-residential, private non-profit agencies that help people with disabilities live more independently in their own communities.

disabilityrights|wisconsin

### You have rights. CAP staff can explain your rights.

The right to a fair and complete evaluation to determine eligibility.

The right to informed choice in planning the goals and services of your rehabilitation program.

- The right to prompt, equitable, and effective services.

The right to request services necessary to meet your career goal.

The right to keep your records confidential.

The right to appeal decisions if you disagree.



disabilityrights | wisconsin

# Client Assistance Program

## What does the Client Assistance Program do?

Disability Rights Wisconsin's **Client Assistance Program (CAP)** can help people with disabilities who are having problems getting services through either the Division of Vocational Rehabilitation or an Independent Living Center (ILC).

### What is DVR?

#### Division of Vocational Rehabilitation

The Division of Vocational Rehabilitation is a federal / state program designed to obtain, maintain, and advance employment for people with disabilities by working with DVR consumers, employers, and other partners.

### What is an ILC?

#### Independent Living Centers

An Independent Living Center (ILC) is a consumer-directed, non-profit organization that provides four core services: peer support information and referral, independent living skills training, and persons and systems advocacy.

## You Have Rights!

You have a right to:

**a fair and complete** evaluation to determine eligibility.

**informed choice** in planning the goals and services of your rehabilitation program.

**prompt, equitable, and effective** services.

request services **necessary to meet your career goal**.

keep your records confidential.

appeal decisions you disagree with.

## How CAP Can Help

### Information

CAP staff can talk to you about what services DVR and ILCs provide. We can also explain what your rights are in these programs and how to find DVR and Independent Living Center contact information for your area.

### Advice

CAP staff can help advise you on services to meet your employment and independent living goals. We can help you and your providers to troubleshoot the challenges to reach these goals and to develop a plan that works for you.

### Advocacy

CAP staff can help advocate for you to get the services you need. We can work with service providers to resolve disagreements. We also work with clients to build self-advocacy skills to advocate now and for future needs.

## CAP is free!

Contact us to discuss your rights.

Phone: 800-928-8778 | Email: [info@drwi.org](mailto:info@drwi.org) | Website: [disabilityrights.org](http://disabilityrights.org)

This brochure is printed, produced, and disseminated at U.S. taxpayer expense.

STATE OF WISCONSIN



Department of Workforce Development

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## Vocational Rehabilitation

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# DVR Quarterly Update

DELORA NEWTON  
DVR Administrator

Wisconsin Rehabilitation Council | November 9, 2023 | WebEx

# Follow-up Items from August Meeting

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- Request that all acronyms be spelled out



# Federal Program Year (PY) 2022 Outcomes

Required Measurement	National Outcomes	Wisconsin Outcomes
Employment Rate Q2 (7/1/2021-6/30/2022)	56.2%	57.0%
Employment Rate Q4 (1/1/2021-12/31/2022)	52.8%	54.8%
Median Earnings per Quarter (7/1/2021-6/30/2022)	\$5,130	\$3,417
Credential Rate (1/1/2021-12/31/2022)	37.6%	41.6%
Measurable Skills Gains (7/1/2022-6/30/2023)	48.7%	62.9%





# Program Year (PY) 2023 Outcomes

- For cases closed **July 01, 2023 – November 1, 2023:**

PY 2022 Closures	All Cases	All SE Cases	All Non-SE Cases
Total Successful Closures	954	208	746
Average Wages Earned per Week	\$430	\$175	\$501
Average Wage Per Hour	\$17.80	\$12.70	\$18.52
Average Hours Worked per Week	24	14	27
Private Insurance	335	43	292



# Federal Fiscal Year (FFY) DVR Budget

- Unspent FFY 2022 federal funds were carried over and spent during FFY 2023.
- FFY 2023 budget reflects final federal award and applicable state match.

FFY	TOTAL Budget	TOTAL Spending
2021	\$82,673,781	\$82,673,781
2022 to date	\$82,248,222	\$82,248,222
2023 to date	\$89,605,936	\$56,690,489

*\*Data current as of September 30, 2023. Budget for 2023 includes all applicable state match. State GPR match funding has not changed during the reporting period.*



# Pre-Employment Transition Services (Pre-ETS)

FFY23 Purchased Expenses: **\$11,495,822**  
Pre-ETS Administrative Expenses: **\$1,352,306**

WDA	Consumers	Expenses	WDA	Consumers	Expenses
1	267	\$881,044	7	150	\$397,578
2	330	\$930,818	8	311	\$1,039,098
3	501	\$1,902,497	9	151	\$534,620
4	424	\$1,397,236	10	422	\$1,654,641
5	291	\$1,183,474	11	177	\$505,354
6	254	\$1,069,464			

*\*Data current as of Oct. 16, 2023*



# CPA Grant Update

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- Received an additional \$6.4 Million
- 526 students enrolled
- Pathways enrollment:
  - Healthcare - 54%
  - Information Technology - 25%
  - Manufacturing - 12%
  - Construction - 9%
- Total consumer spending: \$2,202,989



# Service Provider Transportation Option Update

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- Became an option for providers in July 2023
- 19 out of 203 DVR Service Providers opted in
- No feedback from consumers, service providers, staff other than a few questions in July



# Existing Business Employment & Wage Assessments

July 1, 2023 – September 30, 2023

	Referral for EWA*	EWA Met Min. Wage	EWA Did Not Meet Min. Wage	Debt/Asset Ratio Requested **	Debt/Asset Ratio Passed	Debt/Asset Ratio in Process	Exception Requested	Exception Approved
Farm	12	1	2	3	3	5	0	0
Non-Farm	3	0	1	0	0	1	0	0
<b>Total</b>	<b>15</b>	<b>1</b>	<b>3</b>	<b>3</b>	<b>3</b>	<b>6</b>	<b>0</b>	<b>0</b>



# Existing Business Case Closures

**July 1, 2023 – September 30, 2023**

	<b>26 Closed Rehabilitated</b>	<b>28 Closed Not Rehabilitated (After IPE Initiated)</b>	<b>Average Total Cost Per Case</b>
<b>Farm</b>	1	0	\$20,645
<b>Non-Farm</b>	1	0	\$32,626
<b>Total</b>	<b>2</b>	<b>0</b>	<b>\$26,635</b>



# Assistive Technology Fee Schedule Exception Requests

**April 1, 2023 – June 30, 2023**

	Exceptions Requested	Total Amount Requested	Exceptions Approved	Total Amount Approved
Farm	6	\$346,085	6	\$346,085
Non-Farm	4	\$95,938	4	\$95,938
<b>Total</b>	<b>10</b>	<b>\$442,023</b>	<b>10</b>	<b>\$442,023</b>





# Top Things Happening in DVR

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- Recruiting, hiring, and training staff.
- Progress on Career Pathways Advancement grant.
- Work on FFY 2024-2027 State Plan.
- Implementing DEI Action Plan.
- Monitoring consumer services spending patterns to ensure DVR is providing all services necessary for consumer success.



# DVR Internal Workgroup Updates

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## **Policy Academy**

Reviewed:

- Administrative Review Policy
- Service Animal Policy
- Fiscal activity codes on Individualized Plans for Employment
- Information Center Search overview



# DVR Internal Workgroup Updates

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## Quality Assurance

- New Quality Assurance Analyst: Casie Amend
  - 8 years experience with DVR
  - Previously a WDA 2 Financial Specialist
- Closure Review report in process; Next QA review in planning phase
- Biennial Peer Review planning in progress



# DVR Internal Workgroup Updates

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## **START**

- Met in August 2023 (meet quarterly)
- Outreach to charter/alternative schools
- Measurable Skills Gains – Secondary Report Card
- School Survey – 2024
- START Charter review



# DVR Internal Workgroup Updates

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## AsTec

- October - Hosted an Assistive Technology 101 Sync Session for DVR staff.
- Laura Plummer, Assistive Technology Program Coordinator for the Department of Health Services, attended to show applications and features on our current devices that can be used as assistive technology.



# DVR Internal Workgroup Updates

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## **SenseAbility**

Met on October 10:

- The team met in person and do so annually.
- Presentation made by Laura Plummer from Wisconsin Assistive Technology Program (WISTECH).
- Presentation done by Christopher Rawlings DHS Office of Deaf and Hard of Hearing (ODHH).
- Reviewed coding and rates for hearing aids and review of updated DVR website for Assistive Technology.



# DVR Internal Workgroup Updates

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## Workplace Wellness

Met on October 26:

- Discussed employee recognition as part of an employee engagement goal
- Discussed strategies for creating an inclusive workplace
- Identified tools to reduce and prevent employee burnout



# DVR Internal Workgroup Updates

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## **Employee Resource Group**

- Met in September and reviewed the DEI plan
- November meeting will complete review of the DEI plan





# DVR Staff Trainings Update

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- September
  - Comprehensive New Staff Training – total of 5 days
- October
  - Care for the Wounded Helper presented by Scott Webb
  - Moving Up, Down, and Around presented by DWD HR to assist staff with skills and best practices when pursuing promotional opportunities



# DVR Staff Trainings Update (cont.)

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- November
  - Assistive Technology 101 presented by Laura Plummer and DVR Subject Matter Experts
  - Four agriculture trainings presented by UW-Extension staff



# New Mediation Requests 06/29/23 – 10/5/23

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Two mediation requests were received

- DVR denied both requests and consumers have requested appeals



# New Appeals Requests 06/29/23 – 10/5/23

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DVR received 6 appeal requests:

- Two purchase denials
- Two case closures (same consumer)
- One self-employment start-up (non-farm) denial
- One request for records review



# 511 Interviews: PY 2022 Update

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## **Total Interviews completed 10/23/23: 1,015**

- Quarter 1: 511 interviews
- Quarter 2: October - 504 interviews and counting

## **Interviews**

- Interviewers continue to reach out and schedule with sites for FY24.
- All interviews will continue to be completed remotely by video call at the employee's worksite.

## **Reports**

- The FY23 Annual and Trend Report is in progress and will be shared soon.
- The first quarter narrative report will be submitted in November.



# Administrative Law Judge Training

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- DVR contracts with the Department of Administration's (DOA) Division of Hearing and Appeals (DHA) for Administrative Law Judges (ALJs) to hear consumer appeals.
- DVR hired Cheryl Bates-Harris from the National Disability Rights Network to deliver the training.
- Curriculum included basic information about the VR process, order of selection, comparable benefits, due process, informed choice, and client confidentiality.



# Administrative Law Judge Training (cont.)

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- Attendees included 7 from DHA, 7 from WRC and 5 from DVR.
- WRC attendees also participated in a virtual meet and greet to learn about the ALJ backgrounds.
- WRC will be included in planning next year's ALJ training.



# NCSRC and CSAVR Highlights

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- Dick Straub attended the Fall Conferences of the National Coalition of State Rehabilitation Councils (NCSRC) and the Council of State Administrators of Vocational Rehabilitation (CSAVR) held in Savannah, Georgia last week.
- Delora Newton, Meredith Dressel and Deanna Krell attended the CSAVR Conference.
- Excellent presentations and networking opportunities.





Questions?



# Contact Us



Delora Newton

DVR Administrator

608-261-4576

[Delora.Newton@dwd.wisconsin.gov](mailto:Delora.Newton@dwd.wisconsin.gov)



STATE OF WISCONSIN



Department of Workforce Development

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## Vocational Rehabilitation

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# Supported Employment

ANDRZEJ WALZ-CHOJNACKI

Program & Policy Analyst, Supported Employment and Statewide Service

Wisconsin Rehabilitation Council | November 9, 2023 | WebEx

# What is Supported Employment (SE)?

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Competitive  
Integrative  
Employment

Service pathway  
for individuals with  
most significant  
disabilities  
(Category 1)

Utilization of  
“long-term  
supports”



# How SE Services are different...

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- Identification of Long-term Supports to assist an individual with employment related needs post-DVR file closure.
  - Consumer/SE Team
  - Funding sources: Who pays for what and when?
- SE services are reserved for those individuals with the most significant disability barriers per the OOS (Category 1)
  - Needs-based: Does this individual require SE services?
  - Can we identify a source of long-term support?
    - If none currently available, is that something that can be in place?



# 2017 Wisconsin Act 178

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Requires the Department of Workforce Development's Division of Vocational Rehabilitation (DVR), the Department of Health Services (DHS), and the Department of Public Instruction (DPI) to collaborate, with the input of stakeholders, in the development of a joint plan to increase CIE in Wisconsin.



# The SE Team: Who is at the table?

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- DVR Consumer
- DVR Counselor
- Guardian/Parent
- Service provider (Job Developer, Employment Specialist)
- Long Term Supports: Managed Care Organizations, IRIS Consultant Agency, etc.
- Teachers/Formers Teachers
- Independent Living Home staff
- Employer/Supervisor
- Co-workers
- Other supportive family and/or friends
- Anyone with information to share with permission from Consumer/Guardian (if applicable)



# 3 Key Points of Coordination

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Career Profile  
Review

60 Day On-  
the-Job  
Review

Transition to  
Long-Term  
Support





## **3 Models of Supported Employment**

Traditional Supported Employment (SE)  
Individualized Placement and Support (IPS)  
Customized Employment (CE)



# S

## Supported Employment

- Referral to DVR
- Eligible in Category One
- IPE Development/  
Comprehensive Assessment
- Referral to Service Provider



# IPS

## Individual Placement and Support

Evidence-based model of Supported Employment services for consumers with the most significant disabilities (Category 1) who have a primary diagnosis of serious and persistent mental illness or substance use disorders and need long-term support to maintain a job.



# Customized Employment

Uses an approach called Discovery to identify the strengths of an individual in community settings. Customized Employment is an option when typical supported employment strategies have not been successful (or when customized employment strategies may more successfully meet a consumer's individualized support needs.)



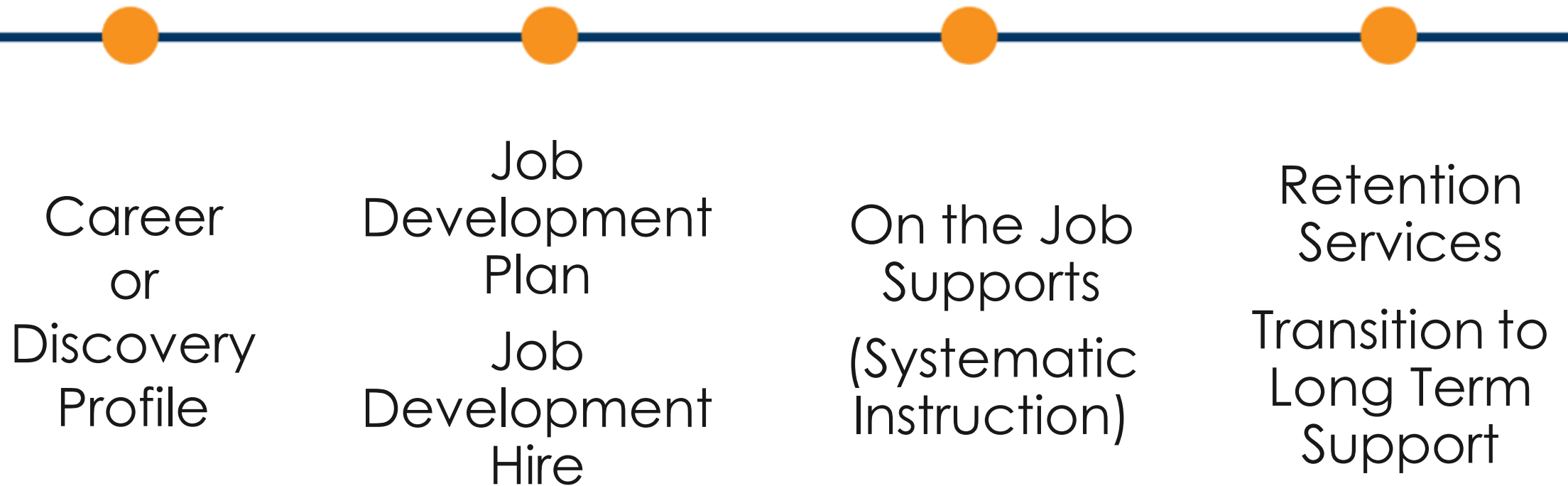
# Supported Employment Plan

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- Identifies job goal
- Based on Career Profile
- Identifies necessary services
- Work Incentive Benefits Services



# Supported Employment Services All



# Employment Supports

Job and  
Task Analysis

Systematic  
Instruction  
Hourly or Monthly

Partners with  
Business

Natural  
Supports



# Supported Employment Resources

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- [VRTAC-QM CIE strategies](#)
- [WI Competitive Integrated Employment: Act 178](#)
- [DHS Interagency MOA](#)
- [DVR Supported Employment website](#)
- [DVR Supported Employment guidance](#)
- [DVR Technical Specifications & Sample Reports](#)







Questions?

# Thank You!

Always feel free to reach out to me!

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**Andrzej Walz-Chojnacki**

Program & Policy Analyst Supported  
Employment and Statewide Services

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