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# DVR Statewide Service Updates

Other Services

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Spring 2020 Release



# Questions?

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Questions can be directed to:

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# Training Objectives

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- Understand the difference between Other Services and Statewide Services
- Understand how to use Other Services as a DVR staff member or DVR Vendor/Service Provider



# Training Objectives (cont.)

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- Understand Reporting
- Understand Established Fees
- Understand Available Tools and Resources





# What qualifies as “Other Services”?

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- Status as a Statewide Service Provider with an approved agreement is not required to deliver the service.
- Other Services are not typically provided as frequently as Statewide Services.
- The service elements, fees, and reports are identified.
- Coding is defined by the Fiscal Account Codes document and included in the tech specs and fees. Do not use “Other Services” as the coding schema.



# DVR Service Provider Webpage

## PARTNERS

DVR collaborates with partner agencies on programs & services.

### Our Partners

- > [Competitive Integrated Employment \(CIE\)](#)
- > [DVR Service Providers & Vendors](#)
- > [Interagency Agreements](#)
- > [WI Rehabilitation Council \(WRC\)](#)

Vocational Rehabilitation > DVR Service Providers

Service Provider Home

Announcements

COVID-19 Information

Required Trainings

Statewide Service Fee Structure

Technical Specifications

## Information for DVR Service Providers

About

Existing Providers

Service Agreements

Scanning Information

Resources/Links

### About

Statewide services include: Work Incentive Benefits Analysis, Internship/Temporary Work, Instruction, Job Preparation, Development and Placement, Supported Employment, Vocational Evaluation, IPS Supported Employment, and Customized Employment.

Need an Alternate Format?

If you have comments regarding any documents on DVR's website or need an alternate format, you may contact us via email at:

Vocational Rehabilitation > DVR Service Providers > Technical Specifications

Service Provider Home

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Statewide Service Fee Structure

Technical Specifications

## Technical Specifications & Sample Reports

Statewide Services

Other Services

Resources/Links

### List of Services

- **Customized Employment** uses an approach called Discovery to identify strengths of an individual in community settings. Those strengths are then matched to fill the needs of a business and a job is customized. Customized Employment is an option when typical supported employment strategies have not been successful, or customized employment strategies may more successfully meet individualized support needs.

Need an Alternate Format?

If you have comments regarding any documents on DVR's website or need an



# DVR Service Provider Webpage

## Technical Specifications & Sample Reports

Statewide Services

Other Services

Resources/Links

### Other Services

- [Assistive Technology](#)
- [Explore Work](#)
- [Job Shadow](#)
- [Partners with Business](#)
- [Project SEARCH](#)
- [Skills to Pay the Bills](#)
- [Walgreens Retail Employees with Disabilities Initiative \(REDI\)](#)





# Other Services

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- DVR Role
- Provider Role
- Consumer Considerations







# Other Services (cont.)

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- Assistive Technology
- Explore Work **NEW!**
- Job Development TAP Services **NEW!**
- Job Shadow
- On the Job Assessment **NEW!**
- Partners with Business **NEW!**
- Project SEARCH\*
- Skills to Pay the Bills
- Visual Resume **NEW!**
- Walgreens Retail Employees with Disabilities Initiative (REDI)

*\*Updates to be finalized Summer 2020*



# Explore Work *NEW!*

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- Web-based learning program about options for work
- Five (5) individual sessions, delivered remotely
- Skills are taught with a variety of activities
- Targeted to youth or adult learners
- Provider list available





# Job Development TAP Services *NEW!*

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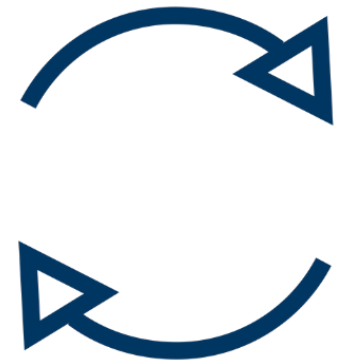
- Talent Acquisition Portal Profile (TAP)
  - Connects DVR job seekers to job openings
  - Three (3) Levels of assistance provided
- Service providers will assist with:
  - Developing TAP profile for consumer
  - Creating login / password
  - TAP resume
  - Basic overview of TAP job search



# Partners with Business *NEW!*

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- A strategy for providing on the job support using co-workers
- The employer is reimbursed for the time a co-worker spends assisting a consumer
- Effective for consumers transitioning to Long Term Supports
- Effective in workplaces with close quarters or when a business would rather not have an outside support provider



# Visual Resume *NEW!*

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- Visual resume is an innovation to share with potential employers
- Shows competencies of the consumer
- The visual resume must include:
  - A photo or image of the consumer
  - Narrative of potential contributions
  - Task list





# Other Services Typical Case Progress

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- Communication
- Referral
- Consumer Contact
- Service Delivery
- Reporting/Communication





# Other Services Case Curveballs

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- Cannot contact Consumer
- Service started but not completed
- Need more information once service is started
- Service needs modification
- Service requires additional time for delivery
- ***Consult and Communicate!***





# Fee Schedules

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- Established fees can be found on the Service Fee Schedule
- Each fee schedule describes:
  - Necessary deliverables
  - Expected timeframe for the delivery of the services
  - Expected timeframe for invoicing
  - Reporting following completion of the service







# Fiscal Considerations

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- Each service should be included on a separate PO line with start and end dates defined
- No PO for Other Services should exceed 90 days
- It is expected that all services will be invoiced within 60 days of the end of the service





# Reports/Forms

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- Some services have report templates provided by DVR.
- In most cases the reports are considered to be mandatory; contact your local DVR office if you have questions about the reporting.
- The provider may add an extra page to the template if additional information should be reported.





# Service Resources

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- Please refer to the DVR Service Provider webpage for resources
- For more information contact DVR:  
<https://dwd.wisconsin.gov/dvr/about/locations.htm>



# Questions?

[DVRStudyHallQuestions@dwd.wisconsin.gov](mailto:DVRStudyHallQuestions@dwd.wisconsin.gov)





# Contact Us



**Kathleen Enders**

[Kathleen.Enders@dwd.wisconsin.gov](mailto:Kathleen.Enders@dwd.wisconsin.gov)

