

DVR Tech Spec SFY 17 FAQ

Work Incentive Benefits Analysis

1. Could you please talk about the difference between what the report for a benefit consultation might look like vs. the report for a full Work Incentive Benefit Analysis?
 - a. The report for a benefit consultation is going to be shorter and only cover a few questions that the consumer may have, in addition it should address if a full BA is needed. It is meant as a "just in time" service to get some quick answers.
 - i. Some examples of topics that would be appropriate for the consultation service:
 1. Timely Progress Review
 2. Continue Disability Review
 3. How Ticket to Work delays disability review
 4. Letters received from SSA that they have questions on
 5. Overpayments
 6. Will working affect child's benefits
 7. Number of trial work periods have used
 8. Explanation of benefits (i.e. Type, whether SSI or SSDI)
 - b. A Work Incentive Benefit Analysis is going to cover all things related to work and their benefits and give an idea of how working will affect benefits including what SGA level work looks like.
2. Could you please talk about the circumstances of the consumer in which a benefit consultation may be order instead of a work incentive benefit analysis?
 - a. A Benefit Consultation would be used if the consumer only has a few questions that need to be answered. A Work Incentive Benefit Analysis would be used if they need a full picture of how working affects their benefits.
3. If a benefit consultation is done, what criteria is needed to determine if a consultation is enough or if a full work incentive benefit analysis is needed?
 - a. This will be individualized and please keep in mind a consultation can be requested multiple times and throughout the process. If the consumer needs a full picture of how their benefits will be affected by working a full benefits analysis should be considered.
4. If a benefit consultation is done and it is determined that a full work incentive benefit analysis is needed, does the provider receive payment for both the consultation and the work incentive benefit analysis?
 - a. Yes, if the Benefit Consultation was completed and report received. However moving on to a Work Incentive Benefit Analysis needs a valid reason and the counselor and the consumer must agree to move forward and a purchase order must be received for the service for the service to start.

5. Did I hear you correctly that when a benefits analysis is done based on a person receiving SSI and then they lose that due to any number of factors and then become SSDI and/or DAC eligible within 12 months of the SSI report being completed, are we supposed to create a brand new comprehensive report based on their new benefits (and possible health insurance changes) on the same PO as the SSI report was completed on? Or does that new work for analyzing a complete change in benefits warrant a new PO?
 - a. The purpose of the 3 additional meetings within a 12 month period is to ensure that the consumer is able to ask questions related to the completed benefits analysis and their benefits. If there is a need for more than 3 additional meetings, a discussion with the DVR counselor is required on how to best proceed. Examples of the types of questions that may come up during the 12 month period include but are not limited to:
 - i. Should I take my insurance or stay on the insurance through my benefits?
 - ii. At what point would overpayment come?
 - iii. Will getting married affect my benefits?
 - b. If an individual's benefits have changed and/or a new situation has occurred (e.g. different work incentives, different rules issued by SSA, etc.), a new benefits analysis may be needed. The provider and VRC should discuss these situations when they arise to determine how best to proceed and if a new PO should be authorized
6. "This sub-service cannot be authorized unless a Work Incentives Benefits Plan has been previously completed." What is the timeframe since the WIBP was completed?
 - a. There is no limitation...However please keep in mind that a Work Incentives Benefit Plan (WIBP) is different than a Work Incentive Benefit Analysis. In the WIBP this is going to talk about the different work incentives open to the consumer, how to access, etc. It also is the only option to receive this service when work is obtained or secured. With that said in most cases it is believed the consumer will want to move forward with a PASS shortly after the WIBP.
 - b. "Service covers through submission of PASS to SSA, including resubmittals needed to achieve approval from SSA." So, do we only get paid if the PASS is approved?
 - i. No, you get paid upon submission to SSA for the PASS plan HOWEVER it is with good faith that we anticipate that the service provider will help the consumer adjust their PASS plan if it comes back denied due to a lack of information or something that needs to be adjusted. We understand some PASS's just get denied that is not an issue...We just want to assure the consumer has the help they need to move forward and be successful.
7. Can you go back to the benefits analysis info regarding the 12 month period. When does the 12 months begin that we should provide updates under the same PO?
 - a. It should begin from the point that the Work Incentive Analysis is provided because before that point the consumer would not have the info to ask further questions.
8. Regarding The Benefits Consultation Period Report...is this report required in addition to the comprehensive written Benefits Analysis?
 - a. The Benefits Consultation Period report is only required if the service is ordered. It is not required to occur prior to other services as all the sub services can be authorized a la carte.

Vocational Evaluation

9. On the tech specs for evaluation under achievement tests to be included it does not list the test that we currently use. Please advise if we are able to continue using our current achievement test.
 - a. There is a section on the vocational evaluation reporting template that states that your organization may use 'other tests' as well as those that are listed.

Job Preparation and Development including TAP, Job Development Hire, and Job Retention Services

10. Job Development Hire Report, Business services offered checklist - Who is supposed to complete this section? The vendor or the BSC? It's not clear.
 - a. All reports are to be completed in its entirety by the Service Provider.
11. What is the timeframe to complete the job prep plan?
 - a. The JPDP initial meeting should be held within 30 days of the authorization. DVR understands that due to unforeseen circumstances regarding the consumer, some plans may take longer than others to complete. Best practice is to have the plan completed within 60 days of authorization.
12. Tech specs say retention is based on consumer need.
 - a. The tech specs say that the "assistance provided may look different for each consumer depending on the consumer and employer need". What this means is that the amount of assistance a consumer needs during the retention will vary based on individualized needs. For example, some consumers will need more contact and checking in than others will and some consumers may not want the provider to contact the employer while in other cases it will be necessary.
13. Will and should a retention fee be paid to a SP if there has been NO employer contact during retention timeframe?
 - a. Retention requires regular contact with the consumer per the frequency reported in the JPDP and with the employer if appropriate. If a consumer requests a SP to not contact the employer, than the SP should adhere to that request. Please be sure to inform DVR staff of this request.
14. If consumer has disclosed DVR involvement, is there the expectation that SP remain in contact with supervisor /manager to make sure job is going well, meeting business need, and documenting such contacts in report.
 - a. Yes, if the DVR consumer has disclosed DVR involvement and is comfortable with the SP checking in with the employer monthly for updates then the expectation is that the SP do so.
15. In regards to Job Prep, is a cover letter required for all job prep or only as needed per consumer choice?
 - a. Yes, a cover letter is required for JPDPs.
16. Does retention service "always" follow a job development hire?
 - a. Yes, a consumer must be hired in order for retention services to be authorized. Regardless of whether or not the consumer found employment on their own or through a

Job Dev Hire service. Most cases will have retention services authorized after a hire. However, there may be unique cases where this is determined not needed.

17. When can we start using the job prep/development report instead of separate prep and development reports?
 - a. July 1, 2016
18. The BSCs are selling to employers that SPs will be in touch. We expect they will be unless consumer says no. Please clarify.
 - a. Yes, the expectation is that the SPs stay in touch with the employer during retention unless the consumer requests otherwise.

Internship/Temporary Work

19. When someone is contracted with us for TWE. What is the monthly report that needs to be sent while you are searching for a TWE?
 - a. If this service is being utilized as a standalone service, the SP may utilize the Monthly Job Search Report as a template to capture forward progress detailing a list of employers contacted, next steps, etc.
 - b. A monthly report is required while searching for a TWE. The report template has been combined with the monthly job search report required for Job Development.
20. Is a meeting at the end of the TE required in order to get paid?
 - a. An acceptable report and completion of the I/TW is required in order to receive payment. A meeting at the end of the I/TW is not required in order to receive payment.
21. It states that service provider may obtain the payment for the job development hire fee in full if the Internship/TE evolves into a permanent job placement. Can the provider be paid even if the job development authorization was not issued prior to the job offer at the TE site?
 - a. Best practice is to have an authorization prior to providing a service. In this situation, please discuss the circumstances with your local WDA Director. The decision will be made at the local level.
22. When an ITW site is developed the service provider must submit a proposal to the consumer and DVR for approval. The consumer and counselor must agree the site is an appropriate placement and consistent with the tech specs. Is this something new and what do you want from us or is this the TWE agreement we have filled out with the site, consumer, SP, and DVR signature?
 - a. The proposal is general information in regards to the site, position, hours, wage, etc. Prior to moving forward with the I/TW, all parties must agree to the details. Information can be communicated to all parties via email, phone, etc. and does not require a formal proposal.
23. You just stated that we do not need a required meeting for a TWE at the end. Is this currently or beginning July 1st?
 - a. July 1, 2016
24. Can service providers act as employer of record for positions that require driving or time spent in the vehicle as the current EOR will not? (provided they have proper insurance/liability)?

- a. If a consumer wishes to complete an Internship/Temporary Work in one of these excluded occupations, an exception must be done with all safety concerns fully addressed and WDA consultation with the Bureau Director of Consumer Services. If a consumer has an employment goal of this type, use of an OJT is encouraged so that the site business can review and be responsible for any associated safety risk. (DK)

Skills to Pay the Bills

25. Did you say that vendors do not need any training to provide Skills to Pay the Bills....anyone can now do it?
 - a. Anyone can provide this service as long as the Skills to Pay the Bills curriculum is followed.

Job Shadow

26. How will we answer all the required elements on the job shadow report if the job shadow is unaccompanied?
 - a. All fields required in the reporting template must be discussed with the consumer before/after the job shadow. The service provider is expected to have a thorough discussion with the consumer in regards to all required reporting questions and complete the report.

Supported Employment

27. In the supported employment profile it has a portion that asks how the job developer can assist them, and has "transport to interviews".
 - a. Transportation language in the tech specs and the reporting template has been removed for consistency.

Reports

28. What is the URL we can use and how can we use it?
 - a. A 'how to' document will be available shortly on how to utilize the new scanning methods.
29. Will dvrscan@dwd.wisconsin.gov no longer be an acceptable way to send reports?
 - a. Emailing reports is highly discouraged as it takes longer and adds to the delay of the scanning process. Please fax in reports to the 888 number or if it is a statewide service with a required reporting template (effective July 1, 2016) please utilize the URL or new 608 fax number for automated attachment.
30. For each of the reports for any service, will there be a completed example of the report offered?
 - a. There will not be an example of the report offered. All reports are to be completed with high level of detail. Answers such as "N/A" or other short answers with no explanation will not be accepted.

General

31. Are vendors allowed to recommend specific services? If we and the consumer and have opinions as to how these potential services will benefit a consumer, can we write it out as such?

- a. Vendors are allowed to share services that they feel may benefit the consumer with DVR staff. We discourage discussions with consumer until DVR staff and the Service Provider are in agreement to providing that service.

32. When will the updated tech specs be on the DVR website?

- a. Before July 1, 2016

Transportation of DVR Consumers

33. Transportation is not an included service component to the statewide service agreements. DVR statewide service providers may NOT provide transportation to DVR consumers. Some service providers may be receiving transportation funding from another source; a county, MCO or IRIS for a common consumer. If transportation is being provided by another entity to support transportation for a common consumer, that is acceptable. The transportation is happening as part of another agreement, not as part of the DVR service agreement.

Another example of allowable transportation involves agencies that have a fleet lot and DVR authorizes a purchase order to the agency for the service (service takes place outside of service agreement)

Service providers will need to work with the DVR consumer and DVR staff to determine the most appropriate form of transportation to allow the consumer to participate in their IPE.