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Outlook Cleanup

Wondering how you and the Division did with our recent Outlook cleanup? [An updated report](#) has been posted.

The column labeled “% Change May – August” shows the percentage of the decrease (or increase) in an individual’s account between May and August of this year.

As a result of our cleanup efforts, DVR decreased its Outlook server size/usage by 38 percent :-)

Since July of this year, Outlook accounts for all staff members have been assigned a “class” (which is indicated in the last column on the report). There is a grid on the bottom of the report/Excel document which explains how these classes are enforced by DOA and the charges incurred by the Division on a monthly basis.

Even though our cleanup has taken place, DVR will not incur any savings until we update/reduce the classes assigned to staff.

Therefore, within the next month, management will review the progress made on the cleanup and will assign updated classes for staff; they will also work with staff whose Outlook/mailbox account still appears to exceed expected sizes.

Future requests to increase Outlook accounts must be approved by a staff member’s supervisor and the respective bureau director.

If you have any questions/concerns about this process, please contact your supervisor.

Student Loan Forgiveness

Federal Student Aid recently released a [fact sheet explaining the Student Loan Forgiveness Program](#).

ODEP Publication

The Office of Disability Employment Policy (ODEP) recently released *Employer Perspectives on Employment of People with Disabilities*, the results of the agency's survey that included 3,797 businesses representing 2.4 million companies, across 12 industry sectors and various company sizes, and reports on their beliefs about and strategies for recruiting, hiring, retaining and advancing employees with disabilities.

The print version of *Employer Perspectives on Employment of People with Disabilities* will be available soon. In the meantime, an online version is available in [Word](#) or [PDF](#).

DHS Webinar Series

The Wisconsin Department of Health Services a webinar series - Getting Smart About Home Accessibility Modifications, a seven-part series of web casts beginning October 6, 2009. Presenters will guide viewers through the interactive web casts. To participate, log on to <http://dhs.wisconsin.gov/webcast/> on the day of the session and you will receive instructions on how to link into the web cast. If you are unable to participate in any of the live sessions, they will be available for viewing at a later date on the website.

All sessions are 10 a.m. - 11 a.m.

Tuesday, October 6 - Home Modification? How Do I Know What's Needed?

Thursday, October 15 - Accessibility: Are there Regulations?

Tuesday, October 20 - Home Modifications: Who's Going to Help? Part 1

Tuesday, October 27 - Home Modifications: Who's Going to Help? Part 2

Tuesday, November 3 - Permits and Zoning and Codes, Oh My!

Tuesday, November 10 - Quality, Affordability **AND** Accountability?

Tuesday, November 17 - What's So Complicated About Building a Ramp?

ICE!

In case of emergency (ICE) is a program that enables first responders, such as paramedics, firefighters, and police officers, to identify victims and contact their next of kin to obtain important medical information. It encourages people to enter emergency contacts in their cell phone address book under the name "ICE". Alternately, a person can list multiple emergency contacts as "ICE1", "ICE2", etc.

Updates to TEAMWORKS Website

A link has been added to the TEAMWORKS website that allows staff to more easily submit suggestions to the DVR Policy Analysts about new Promising Practices. Staff can also submit comments and suggestions about items that are already listed.

http://dwdworkweb/dvr/teamworks/best_practices/default.htm

TBI Resources in Spanish

Georgina Taylor, DWD AA/EEO/CRC Officer, along with Access to Independence, recently compiled a listing of resources for Spanish speaking individuals with a brain injury, and their potential employers.

[¿Qué es una Lesión Cerebral? Guía para Empleadores \(Mayo Clinic\)](#)

[Understanding Brain Injury: A Guide for Employers](#)

[BrainLine Talks with Dr. Juan Carlos Arango-Lasprilla](#)

[Advocacy Toolkit: Skills and Strategies for Effective Self and Peer Advocacy \(Disability Rights Wisconsin\)](#)

[Hechos Sobre DVBIC.pdf](#)
[DVBIC-Facts-2007.pdf](#)

[Preguntas más frecuentes.pdf](#)
[Frequently Asked Questions.pdf](#)

[Signos y síntomas.pdf](#)
[Signs-Symptoms.pdf](#)

DVR Monthly Policy Tip

Did you know that you DVR has a link on the workweb for Social Security information and the Ticket to Work Program information?

http://dwdworkweb/dvr/social_security/default.htm

This link includes the guidance pieces related to the Ticket To Work Program which discuss DVR staff's responsibilities through the claim process as well as relevant publications, Social Security Consent Forms, and more.

DVR Reunion

The [20th annual DVR Reunion](#) of retired Administrators and Supervisors was held on June 16, 2009, at the Howard Johnson Motel in Wausau, Wisconsin. In the photo, left to right, are Don Snyder, Larry Opheim, Rod Vandeventer, Dan Eisch, Ken Crass, Pat Mommaerts, Bill Binner, Paul Monzel, Roy Forslund, Dick Kosmo, Jim Mather, and George Herrmann

Textbooks for the Disabled

The Association of American Publishers and the University of Georgia this week unveiled an electronic database aimed at making it easier for blind, dyslexic and otherwise impaired college students to get specialized textbooks in time for classes.

The database, called [AccessText](#), is designed to centralize the process by which electronic versions of textbooks are requested by colleges and supplied by publishers. Experts say it will allow disabled students to get their textbooks more efficiently, help colleges save money and avoid lawsuits, and protect publishers' copyrights.

Complete Article: <http://www.insidehighered.com/news/2009/08/28/access>

Thank You for a Job Well Done

Cindy Zwald – VRC, Dodgeville

I just want to let you know that I really thank you for what you've done for me. I truly wouldn't be where I am today if it wasn't for you.

Diana Scheelk – VRC, Milwaukee Northwest

Thank you so much for squeezing me in for an appointment since you are a very busy person. It really meant a lot to me since it showed you care a lot about me. I thank you so much for being a great person. You and the DVR rock for sure!

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Thank You for a Job Well Done

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Patti Christiansen – VRC, Milwaukee South

I want to thank you from the bottom of my heart for all you've done. Your compassion, knowledge and direction were remarkable!

Toni Liddy – VRC, Milwaukee South

Thank you for all of your help and extreme dedication over the past couple years.

Denise Gaffney – VRC, Racine

I want to thank you for all that you've done; you've been wonderful to work with. While it may have been normal for you to work for the best outcome for your clients, it is not what I expected. I've worked with DVR in Baltimore and Kentucky and you have been by far the most professional, the most competent and the most compassionate. Thank you. I appreciate the opportunity I had to work with you.

Jolene Cooley – VRC, Milwaukee Northeast (from VR Supervisor Hall Ackerman)

I received two back-to-back complimentary two voice mail messages from (consumer).

In particular, I noticed you are covering the consumer's case as part of a vacant caseload. His comments also suggest to me you are working his case as if it had been one of yours from the outset.

His first message stated, "She's an excellent counselor to me. I really have grown to respect her and her professionalism. And she has taken my case and moved it forward in to the opposite way when I was at a stand still with the program. And she's been an excellent counselor and I wanted to give her a shout out of appreciation."

He called a few minutes later adding to what he previously stated, "I wanted to give a compliment to the great job that Jolene Cooley is doing for your Division and for your Team. This is (consumer) and often I'm sure you probably don't hear a lot of feedback from clients without some negativity or some complaints or problems or whatever. But this time this is a good thing and that she is doing an outstanding job. And that a client called to give her a compliment and the way she handles the client through the program".

Excellent job Keep up the fine work and like the consumer, I too believe you have much to offer your Team and DVR



Staff Updates

New Faces/Transfers:

- (None)

Goodbyes:

- Wanda Johnson, Consumer Case Coordinator (WDA 7)
- Tashana Prescott, Consumer Case Coordinator (WDA 3)
- Sarah Thompson, VR Counselor (WDA 2)
- Bao Sengkhammee, VR Counselor (WDA 2)
- Willetta Frizzle, Consumer Case Coordinator (WDA 1)
- Sharon Leveni, Consumer Case Coordinator (WDA 10)
- Jennifer Bahr, VR Counselor (WDA 11)

What's New on the Web

- [Follow Along Services Guidance Piece](#)
- [Legal Residency Guidance Piece](#)
- [Rehabilitation Technology Guidance Piece](#)

Updated Forms & Publications

- [Records Notice](#) (DVR-229-E)
- [Training Grant FAQ – Hmong Version](#) (DVR-14674-H-P)
- [OJT Hiring Initiative](#) (DVR-16655-P)

ERL – Excel Version: Want a different way to fill out the Expense Reimbursement Log (ERL)? Try the newly-developed [Excel version](#).

IRIS Redesign Update

- A Core Group of DVR staff together with the BITS developers have formed a team that spent 6 days in August meeting to go over the design plans, based on what we currently have in IRIS.
 - BITS has created sample screen designs so that the DVR Core Group can determine the “look and feel” of the new system. As a team, we are still fine-tuning those plans.
 - We are currently developing a plan of attack for the design and will be talking about each “module” in detail over the next 11 months. During those detail sessions, DVR plans to bring experts into discussions so that functionality doesn't slip through the cracks.
 - Testing will be extremely important during this redesign; during the next year, we will be looking to some of the System Redesign members to assist us in that effort.
 - By the end of September, we plan to begin talking detailed design, and we hope to begin actual construction.
 - The first release is scheduled for August of 2010. Phase 1 will carry only the functionality of the current IRIS system with an integrated fiscal component. It will take the full 12 months to create that base design. From there, we will plan for future Phases where DVR will begin to add the enhancements that were identified from users around the state and were captured in our Systems Redesign workgroup.
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Knowledgebase Updates

- [Question & Answer 213 - Remodeling/Construction](#)
- [Question & Answer 317 - Training Grant](#)

Office Closings/Relocations

DVR's Spooner Office closed on June 30th, staff previously located there have been moved to other locations in WDA 7.

DVR has opened an office in Richland Center; it is located at:

149 East Mill Street, Suite 3
Richland Center, WI 53581

In July, DVR staff assigned to the Menomonie office have moved to their new location at:

3655 Schneider Avenue, Suite B
Menomonie, WI 54571

DVR has moved to this location in Shawano in August:

1415 East Green Bay Street, Suite 191
Shawano, WI 54166

On August 27th, staff located in Racine have moved to this location:

1516 South Green Bay Road, Suite 100
Racine, WI 53406

Beginning August 24th, Aberg Avenue (Madison) staff moved to Central Office (GEF-1, A100) temporarily while remodeling takes place at the Dane County Job Center (Aberg).

The [DVR Staff Directory](#) has been updated with all of these moves/changes.