

Adding/Removing New Employees to a DVR Statewide Service Agreement

The Provider certifies that by signing the Agreement, assigned staff is qualified to provide the services as required in the technical specifications. Newly hired employees will need to have all required information entered and training components completed within 30 days of hire. Service Providers must list ALL staff providing direct statewide services, processing information (reports) or payments and complete the steps identified below or be subject to the termination of the service agreement.

To **REMOVE** an employee, add an effective end date in their online personnel record. They will remain listed in your agreement but will be inactive. Please make the change within 30 days of the last working day of the employee.

STEP:

1.) Training

Each staff person working with DVR should complete required training listed below. Reporting of the participation dates will be needed in the online service agreement in the personnel tab. Links to the training can be found on the DVR Service Provider web page in the Required Training section.

DVR Statewide Service Provider Training - Required One Time

[Module 1 - Service Provider Partnerships](#) (11 minutes)

[Module 2 - Technical Specifications](#) (15 minutes)

[Module 3 - Fee Review Policy](#) (4 minutes)

[Module 4 - Future Enhancements](#) (4 minutes)

DVR Information Technology (IT) Security Awareness Training - Each Required One Time

[Computer Security Awareness - Basic](#)

[Computer Security Awareness - Refresher](#)

Ethics Training - Required Once Every 5 Years

ALL Service Provider staff must take an ethics course and record the date in the personnel record of the online agreement.

An ethics course has been developed by TACE specifically for service providers and is a free web-based course.

[Ethics for Direct Service Providers - TACE](#)

2.) Review Documents

The following documents should be reviewed by agency staff working directly with DVR customers and are an integral part of the statewide service agreement.

- Technical Specifications
- Statewide Service Fee Schedule

3.) Criminal Background Check

Newly hired employees will need to have a background check completed within 30 days of hire and annually thereafter. All costs for the background checks shall be borne by the provider.

A criminal background check shall be completed on an annual basis for the Provider and the Provider staff involved in providing consumer services and billing.

The resources to complete this background check are located at:

<http://www.doj.state.wi.us/dles/cib/crimback.asp>

The Provider shall review the Wisconsin Sexual Offender List and certify that its employees and agents are not on the List. This site is:

<http://offender.doc.state.wi.us/public/>

Any findings included in the posted policy must be reported to DVR immediately and plans for mitigation be developed, approved and implemented prior to any work with DVR by the individual.

The Provider has already completed and signed the Assurance Form for Certification of Criminal Background Check. By signing the original document new employees are included for the service agreement period. The DVR may audit a provider on compliance of the criminal background check for personnel submitted by the Provider.

4.) Form

Service Provider Personnel Data Sheet has been created to assist agencies when they hire new staff. It has been replicated to include all of the data fields in the online agreement. It is posted as a separate document for your use.

To REMOVE personnel from your agreement add an effective end date. They will remain listed as inactive.