

## FAQ for Service Providers (Revised: 08/2011)

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### Benefits Analysis - DVR Wage Documentation

**Question:** In the technical specifications it says that service providers will include in the work incentives benefits plan report about DVR's wage reporting requirements. Where is that information located?

**Response:** DVR has developed a guidance piece that is available for anyone to reference using the link: [http://dwd.wisconsin.gov/dvr/ppg/guidance/follow\\_along\\_services.pdf](http://dwd.wisconsin.gov/dvr/ppg/guidance/follow_along_services.pdf)  
(8/2011)

### CARF

**Question:** Our agency information needs to be updated to reflect our recent CARF re-accreditation which is in effect through August 2012. Who do I need to contact to see that this information is updated?

**Response:** DVR does not require or track CARF accreditation for our service providers.  
(6/2011)

## Case Closure - Timing with 90 Day Reached

**Question:** I have a DEAF consumer who reached his 90 days on the job. The employer, however, indicated many problems on the job with the consumer. The Service Provider proceeded to close and collect payment of 90 days hire. I said, no, we should meet to discuss what problems there are on the job.

**Response:** It was just for situations like this that we made sure to revise the technical specifications to clarify that 90 days is the minimum and all DVR case closure criteria must be met. You should not pay until this is achieved.  
(2007)

## Disclosure of Disability

**Question:** Who handles confidentiality requirements regarding disclosure to employers?

**Response:**

**DWD 68.13 release of records to employers:** Relevant information from a client's case record may be released to a potential employer without consent of the client in order to ascertain the possibilities of a job placement for the client if no client identifying information is disclosed. Oral consent of the client must be obtained, whenever possible. Client identifying information may be released to a potential employer only with the informed written consent of the client.  
(2010)

## Double Dipping / Co-funding

**Question:** Can DVR pay for services to a group that receives funding to provide the same service from another source?

**Response:** Services cannot be provided with DVR funds to entities that receive funds to provide the same service to the same consumer. For example, personnel from a school district cannot provide DVR funded services to a consumer/student from their district because they receive funding from another entity to provide the same services to that consumer/student. DVR can accept a service provider agreement from an entity to provide services that are substantially different than those services they provide with other public funding.

There may be circumstances where two entities share funding responsibilities for a service. These situations should be discussed in detail and agreement reached as to the funder of record. Please review published guidance and interagency agreements for additional detail and instructions.  
(7/2011)

## Employment Preparation Need

**Question:** Basic Preparation is listed in the technical specifications for Job Preparation, Development and Placement. When would this service go over what is expected as part of the service?

**Response:** Consumers referred for job development should have most barriers addressed and be ready in large part to begin a search for employment. Some consumers have basic preparation needs, for example; updates to resumes, some practice interviewing, information to be compiled to fill out applications etc. These basic needs should be addressed and provided prior to the development of a job development plan. If the service provider feels the consumer will take a great deal more preparation to begin, they should contact the DVR Counselor to discuss other approaches.  
(7/2011)

## Hire Payment - Consumer fired first day

**Question:** Would DVR have to pay for a hire if the consumer gets fired on the first day?

**Response:** Yes. A hiring milestone payment is made upon an offer of employment, acceptance of the job by the consumer and a start date is established. There would have to be extraordinary reasons for non-payment of a hire. If there is evidence of fraud or unethical behavior by the service provider an investigation could be done. This would be a rare occurrence.  
(6/2010)

## Hire Payment - Second

**Question:** Under what circumstances will DVR pay for a second hire?

**Response:** This is a judgment call. Payment of a second hire fee should be handled as a rare occurrence and the team should agree on the appropriate action. Factors to consider include the reason for termination or quitting and whether the service provider fulfilled the expectations laid out in the Job Development Plan.  
(7/2011)

## Job Coaching

**Question:** Can DVR purchase **Job coaching to supplement On-the-Job Training (OJT)**?

**Response:** Yes. On-site Job Coaching may be purchased to supplement an OJT. However, an OJT involves payment to the employer to offset wages so that the employer can provide extra training of the consumer. On-site Job coaching is more likely to occur in combination with Temporary Work or Job Development Hire.  
(2007)

## Job Development Plan Review Date Requirements

**Question:** Does the new job development plan which replaced the ESP require the same review every 60 days?

**Response:** Yes. The job development plan requires a face to face review to be conducted every 60 days while the job search continues to refine elements contained in the plan and make changes as needed. If the consumer, DVR counselor or service provider feels the plan and associated progress needs review on a shorter review schedule, this could be done. At a minimum it should be reviewed every 60 days.  
(7/2011)

## Job Placement and Development - Provider as employer of record

**Question:** Will DVR pay for job development and placement hire fees when a provider places an individual in their own place of employment or contracted site they are operating? Where they are the employer of record?

**Response:** No. Presumably they did not provide the substantive part of job development if they themselves are the employer of record. If this type of payment would be provided there would be direct conflict of interest. Conflict of interest legal language is contained in the service agreement documents that all providers have agreed to and signed. Job development includes developing rapport and educating the employer, carving out job responsibilities, eliminating anxiety of the employer, explaining DVR and disabilities, getting the consumer the job by networking and other activities that would not be required if a placement was done at the service providers place of employment.  
(7/2011)

## Meeting Requirements

**Question:** Also, can the "staffing" be done via a phone call between counselor and service provider?

**Response:** Yes, but this should be the exception rather than the rule. As much as possible, a "staffing", "three-way meeting", or "team meeting" should be conducted in person to ensure balanced participation and the most effective communication of consumer needs and strategies to address them.  
(2007)

## Meeting space

**Question:** What qualifies as an "accessible confidential meeting place"? Are service providers who do not maintain an office, but meet with consumers in confidential public places by mutual agreement, able to be service providers?

**Response:** Yes. As long as each provider is able to identify an accessible and confidential meeting place they can and should be vetted. It is up to the discretion of the WDA Supervisory staff what they accept as identification. If a provider does not have their own office space, they could provide a copy of an agreement for public space use (library, school etc.) This location cannot be a private residence. DVR cannot provide meeting space for providers to use on a regular basis. Meetings held by a service provider with both DVR consumers and DVR staff in attendance is allowed in DVR offices.  
(6/2010)

## Meetings - Progress

**Question:** Is there a second team meeting after the initial 3 way meeting when the Job Development Plan is completed?

**Response:** There are as many meetings as make sense to establish an effective plan leading to the desired employment outcome.  
(2007)

## Referral Information

**Question:** What kind of **referral information** is appropriate for Job Development and Supported Employment?

**Response:** The technical Specifications list the required referral information to be sent with the authorization of service. If a provider does not receive this information or any other information they feel is required to provide the service they should ask the DVR counselor to provide the requested information. The purpose of referral information is to identify employment barriers in such a way as to provide the most current picture of consumer functioning to the service provider that is based on mutually identified needs.  
(7/2011)

## Reporting - Consumer identification

**Question:** The provider is to send a separate document for each consumer progress report. Yet batch faxing is allowed. Please clarify.

**Response:** Individual consumer reports should be reported on separate pages. This is to make sure one consumer's information is not included in reporting for another consumer. Providers may submit reports for multiple consumers and batch them if they like but they need to make sure that consumer information is placed on discreet pages.  
(6/2010)

## Security Awareness Training

**Question:** If all reports are faxed and not sent electronically, what is the reason for the security awareness training requirement?

**Response:** It is required to insure confidential practice when exchanging information over the internet via email, text, or other method. Provider and DVR staff often exchange information regarding consumers via email and phone. New provider staff should complete the Basic and Refresher course and continuing provider staff needs only to complete the refresher course. Certificates of completion are required as part of the service agreement.  
(7/2011)

## Service Agreement - Limited time availability of provider

**Question:** Can DVR sign an agreement with service providers who are only able to accept limited referrals or referrals only in the summer?

**Response:** No, the agreement spells out that the "Provider agrees to furnish to authorized DVR consumers the specified rehabilitation services in compliance with technical specifications and to agree that services will commence within two weeks of the receipt of the purchase order."  
(6/2010)

## **Service Agreement - Outcome reports**

**Question:** What is expected and in what format should the required quarterly reports take?

**Response:** The performance outcome reports will include the following elements as stated in the service agreement:

These elements include but are not limited to: Consumer information, relevant dates of service, provider wait list expected duration, employer contacts, wages, benefits and hours, data secured for DVR consumers, staff assigned, information on reasons for unsuccessful job search. The report will be sent to the local WDA Director per local direction. This is an effort to increase the rehab rate of service providers. The information is used to verify that the statistical information DVR has collected is accurate and is an accurate reflection of benchmark information often shared with consumers. The quarterly meetings that take place in each WDA may coincide with data requests.

(7/2011)

## **Service Agreement - Outcome reports other than job development**

**Question:** The agreement seems to relate primarily to Job Development providers. For example, what is expected in an outcome report for benefits analysis, job coaching, and vocational evaluations?

**Response:** While currently DVR tracks data for benchmark payments of job placement and supported employment services for billing, criteria for specific measurement for providers of other statewide services are currently under development. It is likely to include: consumer satisfaction, timeliness of service, quality and usefulness of reporting and meetings/staffings, wait list status and capacity to serve. Until this specific criterion is identified, they should provide information asked of them locally.

(6/2010)

## **Service Agreement - Service to all disability groups**

**Question:** Will DVR approve statewide service agreements for providers who only serve consumers from within a specific disability group?

**Response:** Statewide service agreements will be granted to providers who will accept referrals from the general caseload including all disability groups. If a service provider receives a majority of its funds from state/federal single disability grants DVR will waive the services requirements to serve all disability groups. This waiver will be granted for the year the service agreement has been approved by DVR and not meant to be in perpetuity. If there is a local provider that can serve people from specific disability groups for other services not included in the statewide service agreements, local agreements can be developed if it is determined that these services would be beneficial to improving employment outcomes.

(6/2010)

## **Service Provider Declines Referral**

**Question:** Can a service provider decline a referral?

**Response:** If a service provider declines to work with a consumer that information should be recorded and a reason given. If a service provider shows a pattern (More than once) of declining to accept a referral, the WDA Director or Supervisor in the office should have a discussion with the service provider regarding this action. The "churning" of consumers to collect fees should be strongly discouraged. Unless there are very legitimate reasons for a refusal to serve, service providers must accept referrals from DVR or their name and information will no longer be provided to our consumers for consideration.

(2010)

## **Training-New Service Providers**

**Question:** Can training for new service providers be provided centrally, so new service providers can utilize collective best practices?

**Response:** Best practice information should be shared during the quarterly meetings held in each WDA. Training is developed locally and centrally and is implemented based on local need. There are training opportunities provided statewide and advertised by a number of professional organizations. Ongoing professional development, continuing education and professional group affiliation is encouraged.

(6/2010)

## **Wages Included in Fees**

**Question:** When are they included in the fee and when are they to be paid by DVR?

**Response:** The cost of wages paid to the consumer are included in the fees paid to the service provider when assessments are being done in supported employment. Work trials are very short term (8 hours) and require direct observation of a provider. Wages will be paid by DVR for On-The-Job Assessments in Vocational Evaluation Services as these assessments are for up to 10 days. DVR will assist with wage costs for other services not listed in the statewide technical specifications. Examples: Temporary work, Internships.  
(7/2011)

## **Waiting list-Service Provider**

**Question:** What should DVR staff do when a provider reaches full capacity and cannot accept new referrals and develops a waitlist?

**Response:** If a provider develops a wait list and this provider has been selected by consumer choice the consumer needs to be made aware of the wait list if it is over 30 days. The consumer should be made aware of the wait list and offered the choice to select a different provider. No written authorization for services will be issued until the service provider can serve the consumer and comply with the timeframes indicated in the technical specifications and fee schedule.  
(7/2011)