

DVR SERVICE AGREEMENT PROCESS FOR NEW STATEWIDE SERVICE PROVIDERS

Thank you for your interest in becoming a DVR Service Provider. In order to begin the process a prospective service provider should contact the local Workforce Development Area (WDA) Director to further discuss their interest in becoming a service provider and to schedule the initial vetting meeting. Please see the DVR Directory:

https://dwd.wisconsin.gov/dvr/pdf_files/staff_directory.pdf

Additional information for DVR Service Providers can be found at:

https://dwd.wisconsin.gov/dvr/service_providers/

WDA Directors/Supervisors will meet with new providers in a face-to-face interview and ask prospective providers, using an established interview tool, to describe their experience, background and skills in order to determine if the provider is able to facilitate statewide services as described in the technical specifications:

https://dwd.wisconsin.gov/dvr/service_providers/tech_specs/default.htm

If a Director/Supervisor wishes to approve a provider, they can provide verbal approval to the prospective provider and give them information to continue the service agreement process.

Once a service provider has been given preliminary approval based on the results of the face to face interview with the local DVR office, the following steps should be completed in order:

1. Complete the **W-9** and **DOA-6457** form and return to the local DVR office. **Please note that registration and access to the on-line service agreement account cannot be approved without completion of this step.**

The W-9 and DOA-6457 forms are available at:

http://dwd.wisconsin.gov/dvr/service_providers/instructions_for_new_sp.pdf

2. Complete all required trainings posted at:
https://dwd.wisconsin.gov/dvr/service_providers/required_trg.htm
Customized Employment training is not required, but is available for those interested in providing service.
3. All personnel working under service agreement must have a criminal background check done through the Wisconsin Department of Justice. **Please see Criminal Background Check Policy:**
https://dwd.wisconsin.gov/dvr/service_providers/criminal_background_policy.pdf

A copy of the criminal background check report must be sent to DVR prior to personnel working with DVR consumers or consumer related information.

4. All contracted service providers must provide a certificate of insurance to DVR prior to the issuance of the purchase order or before commencement of the Agreement that meets

the minimum requirements stated in the Agreement Terms and Conditions Section 6.2:
https://dwd.wisconsin.gov/dvr/service_providers/agreement_standard_terms.pdf

5. All service agreements are submitted and maintained electronically. In order to access the On-line Service Agreement Account, please *Create an Account* at:
<https://webapps.dwd.state.wi.us/dvrserviceprovider/>

Please note that this process involves multiple pages and you will receive the following message when your request has been successfully submitted to DVR:

Service Provider Registration Request is Pending

6. Record your username and password in a safe place. Log off the site. When your registration has been approved, you will be notified via email. Return to the site and enter username and password. Once logged in, you will have access to the on-line service agreement account. ***Please do not share username and password with other personnel.***

Personnel who also require account access to serve as Main Contact, Administrator, Scanning, or Staff roles will need to register an account at:
<https://webapps.dwd.state.wi.us/dvrserviceprovider/>

The Main Contact should add personnel to the agreement and required training courses must be completed along with a criminal background check before DVR can approve personnel for account access.

7. To begin the on-line service agreement process first go to the ***Personnel*** and/or ***Subcontractor Tab*** to enter all personnel that will be working under the service agreement. Ensure all personnel and/or subcontractors have taken the required training courses and record the date each training course was completed in the personnel profile of the online agreement in addition to the criminal background check date.
8. At least one Service Location needs to be listed in the ***Location Tab*** of the service agreement that is public, confidential, and accessible. An example would be a public library or local job center.

You will be unable to edit information while your service agreement is in pending status, so please make sure all tabs have been completed before proceeding to electronic service agreement forms.

The following documents should also be sent to
DVRServiceProviders@dwd.wisconsin.gov prior to submitting an on-line service agreement:

- Certificate of Insurance per *Agreement Terms and Conditions*
- WI DOJ Criminal Background Check Reports for personnel and/or subcontractors added to service agreement
- Certification of Vocational Evaluation Credential (if applicable):

https://dwd.wisconsin.gov/dvr/service_providers/agreement_references/certification_vocational_evaluation.pdf

All other training certificates should be kept on file by the service provider in case of random audit.

9. The final step will involve going to the **Agreement Tab** and clicking on the *Add New Service Agreement* button. You will be required to complete each section of the online service agreement. When all sections have been signed electronically, you will be able to submit your agreement to DVR. You will then be notified via email once your agreement has been reviewed and approved by the DVR Contract Specialist and DVR Management.

Please note that the approval process may take several weeks to finalize. For updates on your service agreement status please view the Agreement tab within your service provider online account.

10. You may begin to accept DVR authorizations upon confirmation via email that your service agreement has been approved

If you have any questions, please contact the DVR Contract Specialist at 608-266-0177 or dvrserviceproviders@dwd.wisconsin.gov