

# 2016-2017 Statewide Service Provider Agreement



Division of Vocational Rehabilitation

# Service Agreement Timeline SFY17

## DVR



- Late April-May 31st: WDA directors and supervisors complete vetting and approval process
- June 1<sup>st</sup>-June 30<sup>th</sup>: DVR reviews and approves service agreements

# Service Agreement Timeline SFY17

## Service Providers



- May 9<sup>th</sup>- May 31<sup>st</sup>:
  - Service providers complete required documents and trainings
  - Beginning **May 9<sup>th</sup>** will be able to submit electronic service agreement to DVR via service provider portal

# Vetting Criteria

- Vetting meeting required if:
  - Success rate of less than 55.8% for Job Hire/Retention for Job Placement and/or Supported Employment Consumers
  - At least a 3% unsatisfactory response per DVR consumer satisfaction survey results
  - Less than 3 referrals during SFY16
  - Wait list of more than 30 days
  - Faced corrective action or an investigation in the past year
  - Did not attend the mandatory service provider meeting(s) if applicable

# Vetting Criteria Continued

- Other considerations for vetting meeting:
  - Poor report quality
  - Missing reports
  - DVR staff complaints, employer complaints and/or consumer complaints
  - Completing first year as a DVR service provider
  - Per WDA Director's/Supervisor's request

# Vetting Criteria Continued



- Directors will contact service providers if vetting meeting is needed
- Vetting meetings to be completed by May 31st.

# Service Provider Website

[https://dwd.wisconsin.gov/dvr/service\\_providers/](https://dwd.wisconsin.gov/dvr/service_providers/)

## Information for DVR's Service Providers

Statewide services include: Benefits Analysis, Internship/Temporary Work, Job Coaching-Other than Supported Employment, Job Planning, Development and Placement, Supported Employment and Vocational Evaluation. To provide any of these services there is an established vetting process and completion of a statewide service agreement is required. Statewide service agreements are completed online. DVR provides many other services to DVR consumers not included in the listing. For information on providing those services please contact your local DVR office.

**New Providers** - If you are a new agency or person interested in serving DVR consumers as an approved statewide provider, you will need to arrange a face to face interview with the Workforce Development Area Director. The Director will provide information on next steps.

**DVR Office Locations** - <http://dwd.wisconsin.gov/dvr/locations/default.htm>.

**Existing Providers** - The timeframe for entering a new agreement (to begin July 1) will be from May 1 - May 22, 2015. You may access the current online agreement and other materials at the link provided below.

**Notice** - Due to a recent change by the provider of the online ethics training, there is now a required fee for completing this training. Please visit their website for cost information.

Service providers can choose to complete an ethics training other than the one offered through TACE. If this is done, the training should meet the criteria listed on the [Required Training Links](#) webpage.

Questions can be directed to the DVR Contract Specialist - [dvrserviceproviders@dwd.wisconsin.gov](mailto:dvrserviceproviders@dwd.wisconsin.gov) - (608) 261-0050.

## Statewide Service Agreements

- [Service Provider 2015 Training](#)
- [Online Agreement Link](#)
- [Online Agreement Tools](#)
- [Agreement References](#)
- [Required Training Links](#)
- [Frequently Asked Questions](#)
- [Consumer Selection Information \(CSI\) Report](#)

## Statewide Services/Fees (Technical Specifications)

### Contact Us

- [Offices / Personnel](#)
- [Contacts & Resources](#)
- [Content Feedback](#)

### Alternate Format?

If you have comments regarding any documents on DVR's website or **need an alternate format**, you may contact us via email at [dvr@dwd.wisconsin.gov](mailto:dvr@dwd.wisconsin.gov), or you can reach us by phone at 800-442-3477 (Toll Free), 608-266-1133 (FAX), or 888-877-5939 (TTY).

# Registering/Accessing Service Agreement

- To access agreement or register an account for new users please go to:

<https://webapps.dwd.state.wi.us/dvrserviceprovider/>

The screenshot shows the login page for the DVR Statewide Service Provider System. At the top, there is a navigation bar with 'Home' and 'Accessibility' links. On the right side, there are 'Login' and 'Help' links. The main content area is divided into two columns. The left column has a blue header 'Welcome to the DVR Statewide Service Provider System' and contains three paragraphs of text. The right column is an orange box titled 'SECURE LOGIN' containing a login form with 'Username:' and 'Password:' fields, a 'Login!' button, a 'Forgot your ID or password?' link, a 'New User?' section with a 'Create an account' link and a key icon, and a 'Change Password/Edit Contact Information' link.

Home Accessibility

Login

Help

**Welcome to the DVR Statewide Service Provider System**

You have accessed the online service agreement process for Statewide Service Providers. The first step in this process is a face to face meeting with your local Workforce Development Area Director for a local vetting interview. The interview and online completion may happen simultaneously.

The online process includes completion of information about your business and the services you intend to offer as well as required legal documents. Once all of the required forms are completed, your agreement will be submitted to the DVR Contract Specialist and DVR Administration for approval. You will receive an email notice of final approval and will be able to print your agreement.

NOTE: This process is NOT required unless you plan to provide at least one of the following: Benefits Analysis, Internship/Temporary Work, Job Coaching, Job Preparation/Development and Placement, Supported Employment or Vocational Evaluation services.

For information about provision of other services to DVR consumers contact the local DVR office. DVR website: <http://dwd.wisconsin.gov/dvr/>

**SECURE LOGIN**

Username:

Password:  **Login!**

[Forgot your ID or password?](#)

New User? **Create an account** 

[Change Password/Edit Contact Information](#)

# Login Problems

- Forgot your password?
- Call the DWD IT Solutions (608) 266-7252
- Or click on the link for Username/Password Recovery Process:

<https://webapps.dwd.state.wi.us/dvrserviceprovider/>



**SECURE LOGIN**

Username:

Password:

[Forgot your ID or password?](#) **Login!**

New User? [Create an account](#) 

[Change Password/Edit Contact Information](#)

# Request for Registration-Allowing Access to Service Agreement

- Applies only to the following personnel:
- **Main Contact:** View all menu items: details, location, personnel, subcontractor and agreement. ***Sign agreements.***
- **Administration:** View all menu items: details, location, personnel, subcontractor and agreement. ***Unable to sign agreements.***
- **Staff Role:** View the details, locations, request for assistance and accessibility menu items. ***No access to personnel, agreement, etc.***
- **Scanning Role:** Send in reports electronically to DVR through a web portal or FTPS Site.

# Request for Registration-Allowing Access to Service Agreement Cont.

- Before submitting request personnel should have all required trainings completed
- Current criminal background check
- Added to service agreement

# Request for Registration Cont.



- Registration is not required to access required trainings
- Not required for adding personnel to service agreement

# Request for Registration Cont.

- Request should be made by personnel requiring access
- Personnel creates user name and password
- ***Each personnel accessing the portal is to have their own login and password-no sharing please.***
- DVR will verify request with main contact on agreement before approving registration

# Request for Assistance

- Ability to submit request once access to agreement has been approved
- Types of Request:
  - a. Add/End Service
  - b. Personnel End Date
  - c. Remove Employee

# Agreement for Services 2016-2017 Updates



- All updates to service agreement will be highlighted when viewing electronic version within service provider portal

# Agreement for Services Updates Cont.

- Section 2: **Assurances/Non-Assurance**
- Quarterly Reports will be replaced by an annual report
- Annual report used as a vetting/evaluation tool by directors and supervisors for renewing service agreements
- Copy of template **will** be found at:  
[https://dwd.wisconsin.gov/dvr/service\\_providers/agreement\\_references/default.htm](https://dwd.wisconsin.gov/dvr/service_providers/agreement_references/default.htm)
- Report due to WDA director by April 30, 2017

# Agreement for Services Cont.



- **Section 9 Update:** Payment for Services-STAR Supplier ID number should appear on invoice as listed on the PO
- **Section 15 Update:** PII Confidentiality Requirements- included phone number, address and dollar amount of benefits

# Agreement for Services Updates Cont.

- **Section 16 Reminder:** Transportation is not an included service component to the statewide service agreements.
- DVR statewide service providers may NOT provide transportation to DVR consumers.
- **Update:** Transportation funded by another entity to support service for a common consumer is acceptable

# Agreement for Services Updates Cont.

- **Conflict of Interest Reminder:** a situation which has the potential to undermine the impartiality of a person because of the possibility of a clash between the person's self-interest, professional interest and/or public interest.
- Examples include:
  - a.) consumer obtains employment in business owned by a close family member of the provider
  - b. ) providing loans to the consumer

# Agreement for Services Updates Cont.



- c.) sharing funds/commingling funds with a consumer
- d.) an outcome that benefits the service provider, etc.
- e.) working as a school district employee and providing DVR services to consumers attending the same school

# Agreement Standard Terms & Conditions

- **Update to Insurance Responsibility section 6.1:** Requires certificate of worker's compensation insurance when service provider is serving as Employer of Record no matter the number of individuals on payroll
- Service Provider must maintain coverage for the duration of any service where they are serving as Employer of Record for a DVR consumer
- **Examples:** OJA's and TE's if EOR is unable to serve due to nature of occupation

# Agreement Standard Terms & Conditions

## Cont.



- **Section 6.3 *Reminder*:** all service providers are required to provide a ***certificate of insurance*** to DVR covering the period of the Agreement before administering services to DVR consumers
- Insurance must meet the minimum requirements as stated in **section 6.2** of Agreement Standard Terms & Conditions

# Terms and Conditions Cont.

- **Section 11.0 Reminder: Promotional Advertising /Releases/ Communications:** Reference to or use of the State of Wisconsin, any of its departments, agencies or other sub-units, or any state official or employee for commercial promotion is prohibited.
- Internal or external communication involving the DWD/DVR staff, customers or program elements requires advanced notification and may involve the DWD Communications office.
- Please contact local WDA director to discuss any events, releases, etc. that involve DVR consumers to ensure that correct protocol is used.

# Criminal Background Checks

- Completed on *an annual basis (2016 calendar year)*
- Required for *all staff or others (subcontractors, unpaid staff, students or volunteers) involved in providing services, processing records or billing under this agreement prior to personnel working with DVR consumers*
- Required to check the Sex Offender list for all staff or others working under this agreement
- Provider responsible for completion and payment of background check

# Criminal Background Check Cont.

- CBC Guidance found at:  
[http://dwd.wisconsin.gov/dvr/service\\_providers/criminal\\_background\\_policy.pdf](http://dwd.wisconsin.gov/dvr/service_providers/criminal_background_policy.pdf) (Click on **Agreement References**)
- Conviction under the following charges within the past 5 years is considered to be substantially related and does not allow service to DVR consumers:
  - Examples include:  
Homicide/Abuse/Battery/Assault/Sexual Exploitation
  - An offense of this nature that is 5+ years old could still be considered substantially related and DVR will need to make determination

# Criminal Background Check Cont.

- Questionable Offenses include:
  - Fraud/Worthless checks/Illegal drugs/OWI/Theft/Disorderly Conduct
  - Dishonesty/offenses that would jeopardize the health, welfare, and safety of the consumer.
  - DVR will determine if offense is substantially related
  - Mitigation Plan may be implemented depending on nature of offense, timing, etc.

# Criminal Background Check Cont.

- ***Change to process-Send copies to DVR only for:***
  - New personnel/sub contractor added to SFY17 agreement
  - If criminal conviction has occurred since last contract renewal for any personnel and/or subcontractor listed on the service agreement
- Keep on file for all personnel listed on service agreement
- DVR will be conducting audits of service providers at random

# Personnel

- Provider must verify the following for all personnel and subcontractors prior to staff providing services to DVR consumers:
  - Review of the online technical specifications **(acknowledgement signed electronically by main contact of agreement)**
  - Date of CBC (listed on service agreement)
  - Dates for all required trainings (listed on service agreement)

# Personnel Continued



- Update personnel and subcontractors in the service provider system at the time changes occur throughout the year
- Immediately notify contract specialist of any staff who leave agency and are listed on the agreement

# Required Trainings for all Personnel on Agreement

- Ethics
  - Completed within the last 5 years
  - Meets following criteria:
    - a. Minimum of 2 hours in length
    - b. Overview of what ethics are
    - c. Code/guidelines of ethics
    - d. Rationalizations
    - e. Boundaries
    - f. Confidentiality
    - g. Provides certificate of completion

# Required Trainings Continued



- Module 1: Service Provider Partnership
- Module 2: Technical Specifications
- IT Security -both basic and refresher
- ***All trainings completed at least once***

# Required Trainings Cont.



- DVR does not need copies of training certificates
- Please keep training certificates for all personnel on file in case of audit

# Required Documentation:



- The following documents should be submitted to DVR:
  - Certificate of Insurance
  - CBCs per new process
  - Vocational Evaluation Certifications if applicable
  - ***No longer need to send paper copy of CBC certification-now available electronically***

# Service Locations

- Service agreement needs to include locations that are used for providing services to DVR consumers
- Locations should be public, accessible and confidential
- Consumer must be in agreement with location
- Home address can be listed, but only for admin/billing purposes

# Service Agreement Portal Updates



- Ability to add training and CBC dates for sub-contractors
- Personnel/Sub-contractor Tab: Report maximum amount of consumers personnel and sub-contractors can serve at one time

# Service Agreement Portal Updates

## Cont.

Service(s) provided to DVR Consumers:  
(Note: Select only services the agency is approved to provide)

- Benefits Analysis
- Internship/Temporary Work
- Job Coaching
- Job Preparation, Development and Placement
- Supported Employment
- Vocational Evaluation
- IPS Supported Employment
- Eligibility Pilot

DVR Statewide Service Provider Training

DVR Statewide Service Provider Training Date:  

!! Number of Consumers Can Serve:

DVR IT Security Awareness

# Service Provider Portal-Maintaining Agreement

- Ensure personnel and subcontractors listed on agreement are kept up to date in the system
- Providers must immediately notify the DVR Contract Specialist of any staff who leave the agency to ensure their access to the system is discontinued.
- ***Recommendation: main contact/agency on agreement has a backup to ensure at least one personnel has access to agreement at all times***
- Please remember to update service locations within service agreement as needed

# Service Provider Page Updates:

[https://dwd.wisconsin.gov/dvr/service\\_providers/](https://dwd.wisconsin.gov/dvr/service_providers/)

- Includes fiscal instructions for new service providers and guidance for changing Tax ID and/or name for current providers

## DVR Service Providers

- [IRS W-9 Form: Request for Taxpayer Identification Number and Certification](#)
- [Instructions for New Service Providers](#)
- [Updating Existing Service Provider Tax Identification Number and/or Service Provider Name](#)
- [Encrypted Email](#)
- [DVR FAX Flier-Report Submission](#)
- [Undue Hardship Policy](#)
- [SFY Service Provider Listing \(Internal DVR Dashboard Report\)](#)

# Service Provider Page Cont.



- Change in Tax ID may result in at least a 5-7 day delay, name and address not as significant
- Please consult with local office regarding specific timelines, processes, outstanding Po's, etc.

# Questions?

**Email:** [dvrserviceproviders@dwd.wisconsin.gov](mailto:dvrserviceproviders@dwd.wisconsin.gov)

**Phone:** 608-266-0177