

DVR STATEWIDE TECHNICAL SPECIFICATIONS

RECORDED WEBEX

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1 MS. YANG: Hello. My name is  
2 Lela Yang, and I'm the DVR Program Development  
3 Specialist. Today we will be going over the DVR  
4 statewide technical specification and DVR scanning  
5 procedures.

6 Today's agenda, we will be going over the  
7 technical specifications regarding the new  
8 statewide services, the format changes, and the  
9 required reporting templates; and then we will  
10 move on to the new scanning procedures, in regards  
11 to the current process, our new headers, which  
12 will automatically attach into our state  
13 management system with DVR and the new process.

14 So first, we will dive into DVR technical  
15 specifications. The purpose of this program is to  
16 just provide a very high level overview of  
17 changes. We will not be addressing any specific  
18 questions that may have come up in the past, and  
19 this is just to inform providers of the upcoming  
20 changes.

21 As you are all aware, our current  
22 statewide services are on the left. As you can  
23 see, benefits analysis, the name has been changed  
24 to work incentive benefits analysis. And, also,  
25 job coaching is no longer called job coaching. It

1 has been changed to systematic instruction. And  
2 with systematic instruction, it's not just a name  
3 change, it's also a process change in which  
4 service providers will have to be vetted for and  
5 trained in order to provide the service.

6 On the right-hand side, you will see our  
7 new statewide services, and they are job shadow,  
8 skills to pay the bills, Walgreens REDI and  
9 customized employment. The first three, job  
10 shadow, skills to pay the bills and Walgreens REDI  
11 do not need to be vetted for, but customized  
12 employment will need to be vetted for.

13 All of the statewide services will be  
14 implemented on July 1, 2016, except for customized  
15 employment, supported employment, and systematic  
16 instruction, and this is to allow for additional  
17 training for these three services; and they will  
18 be implemented October 1, 2016.

19 Our current format is very lengthy, it's  
20 redundant, it's unclear, and it is hard to  
21 understand. We have received a lot of feedback in  
22 regards to our current technical specification.  
23 And not to mention, we've also received some  
24 feedback in regards to the fact that there are  
25 some service -- service providers and some DVR

1 staff members have been just providing our  
2 technical specifications to our consumers when  
3 they are requesting more information with regards  
4 to our tech spec. And I understand that our tech  
5 specs are very -- are very lengthy, and so it is  
6 very unfair for our -- for us to assume that our  
7 consumers will understand our tech spec.

8 But with our new improvement, we have what  
9 is called the roles and responsibilities document,  
10 and that just really makes it very clear for  
11 our -- our consumers to really see what the  
12 service is and who's going to be responsible for  
13 what.

14 We also have in our new format with what  
15 we call a service table, which it -- it's a  
16 snapshot in regards to what the service is, the  
17 deliverables, the timeframe, and the payment.

18 And last but not least, we also have  
19 required reporting templates. And this will just  
20 keep our reports very consistent throughout the  
21 state, and it will make it very easy for DVR staff  
22 members to identify information in all reports.  
23 And so with these improvements, we are hoping that  
24 it is going to be easier to follow; the tech specs  
25 are going to be more concise, and service

1 providers will be more aware of all the required  
2 elements of their services.

3 The roles and responsibilities document  
4 looks like this. As you can see, it has the title  
5 on top of the -- of the document, and then it has  
6 a purpose statement of what -- what the service  
7 is. And then you can see what DVR is expected to  
8 do, what the service provider is expected to do,  
9 and what the consumer is expected to do. I think,  
10 oftentimes, our consumers forget that they also  
11 have responsibilities when it comes to the  
12 services that they are being provided, so this  
13 just makes it very clear.

14 This is an example of what a service table  
15 is. As you can see on the left-hand side -- or  
16 the left-hand column, it has all of our services  
17 listed in that -- our subservices listed in that  
18 service. And then the purpose of that service,  
19 the time frame, the deliverables, in regards to  
20 what we -- what DVR's requiring from the service  
21 provider, and then the payment of that service.

22 You will notice that all of our  
23 reporting -- all of our reporting templates have  
24 what we call a header. And this is what a header  
25 looks like. It's fairly straightforward. And

1        what this means is that it's just going to help  
2        our scanning process become more automatic; and I  
3        will explain that a little bit more when we get to  
4        the scanning portion of this presentation.

5                This is an example of what a job  
6        development hire report looks like. As you can  
7        see on the top, it has that header that we just  
8        went over, and then on the bottom it has  
9        information in regards to what DVR is requiring  
10       for the job development hire report. You can see  
11       on the left-hand side there's a hire date, the job  
12       title, job duties. And when DVR staff receives  
13       hire reports from all different service providers,  
14       they will always be able to locate the hire date,  
15       job title, job duties in the same area.

16               So currently, we are looking at feedback  
17       from our service providers and DVR staff, and we  
18       are finalizing our technical specifications.

19               Moving on to DVR scanning procedures. On  
20       the right-hand side you are all aware of our  
21       current process, which is all documents, which  
22       have no specialized templates or headers, are sent  
23       to our current fax number, which starts with  
24       (888), and it is manually attached. So our  
25       current process, and what it means to be -- is

1 manual -- is very manual in nature. And what that  
2 means is that, if a service provider sends in a  
3 document to the DVR scanning department, the DVR  
4 scanning department then has to open that  
5 document, ensure that the IRIS number is accurate,  
6 and then start typing in a naming convention. So  
7 just imagine doing that with hundreds or thousands  
8 of reports weekly, and so you can see that  
9 it -- or as you may have experienced, it is -- it  
10 is causing a delay in our attachments, in our  
11 scanning department. Of course, with the fax  
12 machine, it's going to cause some technical  
13 errors, so there are missing documents, and it's  
14 very time consuming.

15 With our new process, with those headers  
16 that I spoke of earlier, it's going to automate  
17 this -- automate -- automatically attach these  
18 documents into our system, which means it's going  
19 to improve timeliness of attachments, and in --  
20 in turn, it will improve the timeliness of invoice  
21 payments.

22 Our first method, which is our preferred  
23 method, is our URL upload, and it is the most  
24 preferred method because it provides the cleanest  
25 copy. As you are aware, the fax machine is

1 technically a copy of a copy. So whenever you  
2 receive a fax, it can be a little blurry and/or  
3 you may not even receive the fax, just because of  
4 the technical errors that could occur.

5 But with the URL upload, it's fairly  
6 simple. You would just need to access the upload  
7 site by going to that link below. You would log  
8 in with your WIEXT account, which is the same  
9 account that you used for your service provider  
10 portal. You could browse; you choose the document  
11 you saved, and then you -- you click "upload," and  
12 once you press "upload," you will receive a  
13 message confirming the receipt of submission.

14 And then with the new fax number, you may  
15 support -- support -- you may submit reports with  
16 headers for automatic processing at the (608)  
17 number. And, yes, it is a (608) number. It is  
18 not toll free. It may cost a fee to fax these  
19 reports with headers to DVR, and that is also  
20 another reason why we're encouraging the URL  
21 upload, because it is free.

22 Currently, our report forms are located  
23 here at this link. And if you are in the service  
24 provider main page, you can scroll down to  
25 "Resources and link," and then open it from the

1 sample form and report.

2 So what we ask is that, currently, you do  
3 not copy and paste the forms onto your desktop, as  
4 we are currently making updates to these forms and  
5 making changes. We want to ensure that you have  
6 the most updated version for successful  
7 attachments. We also ask that you do not tamper  
8 with the header. Do not change the font, don't  
9 space it down one, or anything, because our  
10 headers are very, very sensitive. We also ask  
11 that you do not include a cover page, as our  
12 system reads the header first.

13 The header instructions are fairly  
14 straightforward. Of course, you would choose the  
15 report one. The consumer IRS number and consumer  
16 name have to be directly from the purchase order.  
17 And the service provider name is, actually, an  
18 abbreviation code that your company or  
19 organization created when you set up your service  
20 provider portal. If you do not know what your  
21 service provider abbreviation code is, please go  
22 to the details tab in the service provider portal,  
23 and it -- you can find it there. Please ensure  
24 that you do have the correct abbreviation code for  
25 your company.

1           So what about all other reports, such as  
2 applications or receipts? You can -- our current  
3 fax number, the (888) number that many are still  
4 using, you can -- you can send them through that  
5 way or you can send it through the URL. The URL  
6 is a hybrid of the current scanning method and the  
7 new scanning method. And I say that because the  
8 URL can recognize whether or not a document has a  
9 specialized header or not. The (608) fax number  
10 cannot determine whether or not a document has a  
11 specialized header.

12           So if you cannot find your report form via  
13 this link, then that just means it does not need a  
14 header.

15           An example on the DVR end of what we are  
16 seeing when we receive an automatic attachment, is  
17 that you received a JD plan 2015, 03, Lela  
18 Incorporated. That's if my company developed a  
19 job development plan, and I sent it in via URL --  
20 with the specialized header -- via URL or via the  
21 (608) fax number, it will come into the scanning  
22 department, be automatically attached, and that is  
23 the title that DVR staff will see.

24           So for best practices, please double check  
25 the IRIS number for accuracy. It is a requirement

1 that service providers put the IRIS number on all  
2 reports, so please do not enter zeros if you do  
3 not know the IRIS number. Please contact the  
4 consumer case coordinator or the counselor for  
5 that number.

6 We also ask that you use numerical values  
7 for months. So 02 instead of the name "February."  
8 Please use the correct form for the correct  
9 service. Do not use a cover letter or tamper with  
10 the header, and just double check that your  
11 abbreviated service provider name is accurate.

12 So in summary, for the new process, for  
13 all DVR statewide services, we are requiring  
14 specialized templates which -- that -- which have  
15 a header, and with those headers, you can send in  
16 those reports via URL or new fax number for  
17 automatic attachment. For all other reports that  
18 do not use any header or anything that resembles a  
19 header, you may use a URL or the current fax  
20 number to be manually attached. For all  
21 questions, feel free to contact me at my direct  
22 line or at my email. Thank you.

23 MR. KNUTH: Hi. This is  
24 David Knuth, contract specialist for the division.  
25 Today I'm going to be going over the service

1 agreement renewal process for state fiscal year  
2 '17. So today's discussion is going to focus on  
3 the service agreement, how to access the  
4 agreement, how to register an account with DVR if  
5 you're new to the program, some updates to the  
6 service agreement, updates to the terms and  
7 conditions, and a few updates within the service  
8 provider portal, and the provider website.

9 So I'm going to begin with the -- the  
10 timeline for this year's renewal season, and this  
11 is looking at it from DVR's perspective. So  
12 starting, approximately, late May -- I'm sorry --  
13 late April and going through May, WDA directors  
14 and supervisors will be completing the vetting and  
15 approval process. And in the month of June, we'll  
16 be viewing and approving the service agreements.

17 From the service provider perspective,  
18 the month of May, providers will be completing the  
19 required documents and trainings, and I'll be  
20 getting into which documents we need and which  
21 trainings need to be completed. And then  
22 beginning May 9th is when providers will be able  
23 to submit the electronic agreement to DVR. And  
24 we're asking all providers to please hold off  
25 until May 9th, because we're still updating the

1 agreement in the system, and it will not be ready  
2 until May 9th.

3 Now, in regards to the vetting meeting,  
4 this is going to vary, depending on the WDA that  
5 you work in. However, directors and supervisors  
6 across the state have been given this vetting  
7 criteria. If they're -- making that decision of  
8 who they need to vet for this year. So they'll be  
9 looking at the success rate of providers, so  
10 seeing at the 55.8 success rate has been met for  
11 the State's fiscal year, for both direct job  
12 placement and/or supported employment consumers,  
13 if there's at least a 3 percent unsatisfactory  
14 response, per the DVR consumer satisfaction survey  
15 results.

16 Now, for those of you who you are not  
17 familiar -- familiar with the DVR consumer  
18 satisfaction survey, any time a service has been  
19 completed for a DVR consumer, local staff contact  
20 the consumer to verify that the service has taken  
21 place, and then they do the survey and just get  
22 the results based on that feedback.

23 Other factors to justify a vetting meeting  
24 is having less than three referrals during this  
25 current State fiscal year, if you had a wait list

1 more than 30 days, if you faced any corrective  
2 action or an investigation during this past year,  
3 and then if you did not attend the mandatory  
4 service provider meetings.

5 Other factors directors and supervisors  
6 will be considering, if there was consistently  
7 poor report quality, any missing reports on the  
8 regular basis, DVR staff, employer and/or consumer  
9 complaints, if you're coming up on finishing your  
10 first year as a service provider, and then really,  
11 if the director or supervisor feels that there is  
12 a need, then they have the ability to ask for that  
13 meeting to take place.

14 So directors will be contacting service  
15 providers if the vetting meeting is needed, and  
16 we're hoping that those meetings are completed by  
17 May 31st.

18 So here is a screenshot of the service  
19 provider website. We're hoping anybody who's  
20 currently contracted with the State is familiar  
21 with this website, and if you're new to the  
22 program, this is a great resource. Here you're  
23 going to find all the technical specifications for  
24 statewide services, all the required training  
25 links, agreement references, and then the online

1 agreement link, which is going to give you access  
2 to the service agreement or give the ability to  
3 put in a request to be registered to -- to gain  
4 access if you're a new provider.

5 So once you click on that link, you'd be  
6 taken to this screen. So for those who are  
7 currently contracted, this is where you would put  
8 in your user name and your password to get to the  
9 agreement; and then if you're new, this is where  
10 you would create an account and submit that  
11 request over to DVR.

12 If you have any problems with retrieving  
13 your ID or your password, you can contact the DWD  
14 IT solutions. So there's the phone number for the  
15 IT solutions team, or you can click on the  
16 password recovery and be walked through that  
17 recovery process.

18 Now, here's a -- a screenshot of what you  
19 would see once you get into the provider portal.  
20 I have been asked throughout the year, "Who should  
21 be accessing my service agreement?" So when you  
22 go into your agreement, whether you're in your own  
23 profile or if you're creating a new personnel  
24 profile, you're going to see a list of roles. And  
25 so the main contact, if somebody has that role,

1 they're going to be able to see and access  
2 everything that the system is going to let them  
3 view. So that's all the service agreement related  
4 information, the personnel subcontractors, and the  
5 main contact can sign off on all of the agreement  
6 documents.

7 The administration is another role within  
8 the portal, and they can pretty much do everything  
9 the main contact is able to do, but they cannot  
10 sign off on any of the agreement forms. Staff  
11 role, a little bit more limited of a role; that  
12 individual can review the details and the  
13 locations listed in the agreement. They can also  
14 utilize the request for assistance feature in the  
15 -- the portal, and then also access the  
16 accessibility menu items. But the staff role is  
17 not able access personnel and sign off on any of  
18 those -- those agreements. The scanning role is  
19 the most limited role within the portal, but this  
20 is what is needed for individuals to be able to  
21 use the web portal for the electronic uploading.

22 So we're asking that anybody who is  
23 requesting access to the service agreement, we're  
24 asking if the main contact -- please, have all --  
25 make sure that that individual has all of their

1 required trainings completed, that a current  
2 criminal background check has been done, and that  
3 DVR has a copy of the criminal background check,  
4 and that that individual has been added to the  
5 service agreement before that new personnel is  
6 requesting access. This is just going to help  
7 eliminate a lot of the back and forth, because if  
8 we get the request and we find that the person is  
9 not listed or they do not have any of their  
10 trainings completed or we do not have a criminal  
11 background check, there is a lot of back and  
12 forth, so we really just want to save everybody  
13 time, and just asking if the main contact make  
14 sure everything's in place before that request has  
15 been made.

16 So just a few clarifications on this page.  
17 Not everybody needs access to the service  
18 agreements, not everybody working under your  
19 agreement is going to need to submit that request.  
20 So it is not required to access any of the -- the  
21 trainings, and it's not required for adding that  
22 personnel. If that individual does not need  
23 access to your agreement, you still have the  
24 ability just to add them, and they would not need  
25 to submit any type of request to get into the

1 agreement.

2 So those who are going to be accessing the  
3 agreement, the request should be made by that  
4 individual. They should be creating their own  
5 user name and their own password, and we're just  
6 asking that nobody is sharing their ID or their  
7 password. We just had a few cases where a  
8 couple of service providers this past year were  
9 working under -- several staff were working under  
10 the same username and password, and we just want  
11 to avoid any of that going on for this year. And  
12 the way it works, if somebody does request access  
13 to the agreement, we always reach out to the main  
14 contact, just to verify that the right people are  
15 accessing the service agreement.

16 As mentioned before, the request for  
17 assistance is just another feature within the  
18 agreement, just to communicate information to DVR.  
19 So the same information can be communicated to us  
20 by -- by phone or email, but if -- in your  
21 agreement, you'd be able access this feature to  
22 let us know if you plan on adding a new service,  
23 ending a service. If somebody is -- is leaving  
24 your agency, you'd be able to send that over to us  
25 through the portal.

1           So this part is going to be talking about  
2 updates, the service agreement. And so when  
3 you're logging in and going through the agreement,  
4 you're going to notice that anything that's been  
5 changed will be highlighted.

6           And the first section you'll notice this  
7 highlighting is in section two,  
8 "Assurances/nonassurance," and this is talking  
9 about the quarterly report. So during this  
10 current fiscal year, providers were required to be  
11 sending in a quarterly report to the WDA, that has  
12 been -- that's being changed. Now just an annual  
13 report will be required, and it's going to be used  
14 by the WDA director and supervisor as a  
15 vetting/evaluation tool for next renewal season.  
16 A copy of the template has now been posted at this  
17 link, so you just go to that main service provider  
18 page, click on "Agreement references," and you  
19 will see the annual report template. And so this  
20 report is due to the WDA director by April 30th of  
21 2017.

22           A few other updates within the agreement  
23 for services, you'll find in section nine, we  
24 added that providers are required to provide their  
25 STAR supplier ID number on any invoice that is

1 sent to DVR. So if you're wondering where you  
2 find that information, when you have an  
3 authorization from DVR, if you look at the "ship"  
4 -- just above the "ship to" on the authorization,  
5 you'll be able to find your ID, so just ask them,  
6 "Will you please include that number?"

7 The other section, section 15, this  
8 section talks about how to treat confidential  
9 information that you have for each DVR consumer.  
10 And we just added a section stating that a  
11 consumer's phone number, their address, and any  
12 dollar amount of benefits be treated the same way,  
13 as other confidential information that you have  
14 access to.

15 Section 16, this is a reminder that  
16 transportation is not an included service  
17 component to the statewide service agreement. And  
18 providers may not provide transportation to DVR  
19 consumers. But we did add an update, just letting  
20 you know that transportation that's funded by  
21 another entity to support the service for common  
22 consumer is acceptable. So an example would be,  
23 if the -- if a manage care organization is funding  
24 that service, that'd be a situation that would be  
25 okay.

1           So here's just how we define a conflict of  
2 interest, so we haven't changed any of this  
3 information, it's just a reminder, and a few  
4 examples we included. So we just want to make  
5 sure that providers are avoiding some of these  
6 situations.

7           Consumers -- so in situations where you  
8 might be helping consumers obtain employment in a  
9 business owned by a close family member, we'd like  
10 to avoid that, definitely want to avoid any time  
11 providers providing loans to a consumer, sharing  
12 funds with a consumer, an outcome that benefits  
13 the service provider, and then working as a school  
14 district employee, and providing DVR services to  
15 consumers attending the same school.

16           So we just had situations where we have  
17 part-time personnel working under a service  
18 agreement and they're also employed by a school  
19 district. It'd be okay for the personnel to work  
20 with students within the district, just not at  
21 that same school.

22           So now we're going to move into the  
23 agreement standard terms and conditions, and there  
24 was an update made to section 6.1. We're just  
25 asking that -- that providers have a certificate

1 of worker's compensation insurance when they're  
2 serving as an employer of record. And this is --  
3 no matter the number of individuals on the  
4 payroll, and that the provider must maintain the  
5 coverage for the duration of any service where  
6 they're serving as an employer of record. So an  
7 example would be, being an employer of record  
8 during an on-the-job assessment, or in the rare  
9 cases where you're serving as an employer of  
10 record for temporary work; in the cases where our  
11 current employer of record is unable to serve in  
12 that capacity, due to the nature of the  
13 occupation.

14 Here's a reminder, section 6.3 requires  
15 all providers to submit a certificate of insurance  
16 to DVR. And if you have any questions about the  
17 minimum requirements that is listed out in 6.2,  
18 these requirements have not changed, but we just  
19 want to make sure that providers have this updated  
20 certificate of insurance on hand. If you're plan  
21 runs from, let's say, September to September,  
22 you'd be okay, but we just want to make sure that  
23 come the fall that we have an updated certificate  
24 of insurance on -- on file for you.

25 Here's a reminder, section 11. This is,

1 basically, just saying, if you're contacted by any  
2 media outlet for any event that's highlighting a  
3 DVR consumer, referencing anything regarding DWD,  
4 we just want to make sure that you're -- you're  
5 following the right process. So before you would  
6 participate in any sort of media event, we're just  
7 asking that you reach out to the local director or  
8 the supervisor, just to make sure that the correct  
9 protocol is being used.

10           We just had a few situations this past  
11 year where a DVR consumer and/or an employer has  
12 been highlighted and there's references to DVR,  
13 DVR consumers, services, DWD and we did not find  
14 out about it until after the fact. So we just  
15 want to make sure that we're aware of what's  
16 taking place and making sure that providers are  
17 following that correct process.

18           Now, criminal background checks, this is  
19 still required on an annual basis, and it's  
20 required for anybody who is working under the  
21 service agreement. So whether that individual is  
22 providing direct services to DVR consumers, and  
23 even just for those who are overseeing the billing  
24 or the reporting. The main contact is also  
25 required to check the sex offender list, list for

1 anybody who is listed under the agreement, and the  
2 provider is responsible for the completion and the  
3 payment of the background check.

4 If you have any questions about the  
5 criminal background check policy, we do have the  
6 guidance -- criminal background check guidance  
7 posted on the website. You just go to the main  
8 service provider website, click on "Agreement  
9 references," and that's what'll -- where you'll  
10 find this link.

11 And here, I just pulled this information  
12 right from the guidance page. Conviction under  
13 any of the following charges within the past five  
14 years is considered to be substantially related  
15 and would not allow personnel to work with DVR  
16 consumers. So a few examples would be homicide,  
17 abuse, battery, and really any offense of this  
18 nature that is older than five years, we're still  
19 asking that you consult with DVR so that we can  
20 make that determination of whether or not those  
21 charges are substantially related.

22 So other questionable offenses would  
23 include fraud, worthless checks, illegal drugs,  
24 really anything you feel would jeopardize the  
25 health, welfare, and safety of the consumer. So

1 anytime you would come across a criminal  
2 conviction, we're just asking that it is brought  
3 to our attention and that we have that  
4 conversation to determine if the charges are  
5 substantially related to the delivery of DVR  
6 services. A mitigation plan may be used, but that  
7 really depends on the nature of the offense and  
8 the timing of the offense.

9 There has been a slight change to the  
10 criminal background check process. For this  
11 current State fiscal year, we're asking that all  
12 background checks be sent to DVR. For this  
13 upcoming State fiscal year, we're asking that the  
14 background checks only be sent for new personnel  
15 and/or new subcontracts -- subcontractors be added  
16 to your State fiscal year '17 agreement or for  
17 those -- if any criminal conviction has occurred  
18 since the last contract renewal for any personnel  
19 and/or subcontractor listed on the service  
20 agreement.

21 So if you have somebody who's been working  
22 under your service agreement for the last five  
23 years, you run their background check, nothing  
24 comes up, we do not need a copy of that, only if  
25 you would find criminal findings for that

1 individual. Regardless of the findings,  
2 regardless of when somebody has been added to your  
3 agreement, you just want to make sure to keep on  
4 file all the criminal background checks you run  
5 for anybody listed on your agreement, because DVR  
6 will be conducting audits at some point this year,  
7 at random.

8 Now, this is just a little bit more  
9 information about personnel working under the  
10 service agreement. The main contact of the  
11 agreement must verify the following for all  
12 personnel and subcontractors, prior to that  
13 individual working with DVR consumers, making sure  
14 that the personnel has reviewed and understands  
15 the technical specifications; so this is something  
16 that the main contact acknowledges through one of  
17 the service agreement documents. We really want  
18 to emphasize the importance of staff understanding  
19 the technical specifications, just to make sure  
20 that services are delivered as expected and  
21 eliminating any of the back and forth that takes  
22 place when reports are not meeting technical  
23 specifications or services are not. We just  
24 really want to make that a clean process for  
25 everybody involved.

1           We also want to make sure that the  
2 criminal background check date is listed on the  
3 agreement for when that was done for that  
4 individual, and then the dates for all the  
5 required trainings.

6           So just a -- a request to make sure that  
7 you keep all personnel and subcontractors updated  
8 in the provider -- in the system throughout the  
9 year, and if anybody leaves your agency, that you  
10 please notify the contract specialist.

11           And moving into the required trainings for  
12 all personnel on the agreement, the ethics  
13 training is required, and it should be completed  
14 within the last five years and meet the following  
15 criteria. This criteria is listed on the service  
16 provider website. And we have two options  
17 available for the ethics training: One, through  
18 the BR development group and the other through  
19 SIU. We do accept other trainings, so if you have  
20 personnel who have worked for an agency and they  
21 received a different ethics training, as long as  
22 it meets the criteria, we would accept that.

23           Other required trainings involve  
24 Modules 1 and 2, as well as the IT security; so  
25 both the basic and the refresher, and all

1 trainings only need to be completed at one -- one  
2 time. So if somebody took these last year, they  
3 would meet this requirement.

4 We do not need a copy of any certificates  
5 from the training, but you just want to keep those  
6 on hand in case your agency is audited in this  
7 upcoming year.

8 So the following documents is -- is what  
9 you should be sending over to DVR, just any  
10 updated certificate of insurance, any criminal  
11 background checks, per the new process. And then  
12 if you are approved to provide vocational  
13 evaluations, the certificate, we want to make sure  
14 we have that on hand; or if you're a provider who  
15 adds that to your contract this year, we just want  
16 to make sure we have a copy of that certification  
17 signed off.

18 And then just one note here, we no -- no  
19 longer need a copy of the criminal background  
20 check certification. So that's now available  
21 electronically, so no longer do we have a need to  
22 have you print that off, sign it, and send it over  
23 to us.

24 The service locations in your -- in your  
25 service agreement, just asking that those are kept

1 up to date. And so, really, we just want to have  
2 a sense of where you're meeting with DVR consumers  
3 offsite. So any of these locations, they should  
4 be -- that are listed in your agreement, should be  
5 public, accessible, and confidential, and the  
6 consumer must also be in agreement with the  
7 location.

8 For new providers, it's okay to have your  
9 home address listed on the agreement, if that's  
10 where you're having payments sent, but we need to  
11 make sure that there's at least one location that  
12 is public, accessible, and confidential. And then  
13 for current providers, if you do plan to expand  
14 into other WDAs or into other counties, we just  
15 ask that you, please, keep that up to date, just  
16 letting us know where you plan to meet with  
17 individuals in those same areas.

18 Now, just moving ahead to the -- the --  
19 the portal, you'll notice, if you have any  
20 subcontractors working under your agreement, you  
21 now have the ability to add the required training  
22 dates and the criminal background check dates for  
23 subcontractors; this went into effect this past  
24 fall. And then for new personnel and/or  
25 subcontractors, you're also being asked to

1 indicate the maximum amount of consumers that an  
2 individual can work with at one time. And so this  
3 is just part of DVR's effort to get a sense of  
4 what capacity is looking like throughout the  
5 state. Just giving directors an understanding of  
6 what other providers might be willing to do. Are  
7 they able to expand into their areas? So it's  
8 just part of that conversation. We're not going  
9 to be making decisions solely off of this  
10 information, but it's just going to be part of  
11 that conversation. If a director identifies a  
12 need in their area, they may be looking outside of  
13 their WDA.

14 So here's a screenshot. So when you're  
15 trying to add new personnel and new  
16 subcontractors, the system is going to force you  
17 to put in a number. If that individual is not  
18 working with consumers, zero would be accepted.  
19 And we know this is kind of a tricky question,  
20 because a lot of personnel take on multiple roles.  
21 But we're just asking the main contact, just to  
22 use their best guess of really what's a general  
23 number that that individual can work with.

24 So just a few reminders, as you go through  
25 this upcoming State fiscal year, just making sure

1 that personnel and subcontractors are kept up to  
2 date and letting the contract specialist know if  
3 they're leaving. So we really just make sure that  
4 your information is protected. And some of your  
5 personnel will have access to your agreement. So  
6 if they leave and we're not notified, we don't  
7 know where to cut off that access. So that ID,  
8 that password is still going to allow them to gain  
9 access to their -- to your agreement if they  
10 choose. But if you notify us, then we can cut  
11 that off as soon as they leave the agency.

12 One recommendation we have -- so during  
13 this year -- current year, I found some providers  
14 only had one main contact. And when that main  
15 contact left, nobody had access to the agreement.  
16 So if you have multiple people working under your  
17 -- your agreement, I would just recommend having a  
18 person serve in the administration role, just in  
19 case that main contact would leave or be out  
20 unexpectedly, at least one person still has access  
21 to the service agreement. And then as noted  
22 before, please remember to update service  
23 locations within the agreement as needed.

24 So here's an update on the service  
25 provider page. If you're a new provider, this is

1 where you'd find the forms necessary to get into  
2 the fiscal side of our system. If you're a  
3 current provider and you're looking to change your  
4 tax ID and/or your name, this is where you would  
5 access those forms.

6 Please note, a change in the tax ID may  
7 result in at least a five- to seven-day delay.  
8 The name and address change will not be as  
9 significant, but please consult with a local  
10 office regarding specific timelines, the process,  
11 and how outstanding PO's will be dealt.

12 If you have any questions about this  
13 information or any questions that come up as  
14 you're working on your agreement, here is an email  
15 that can be used, and you can also call this phone  
16 number; and this is my direct line. Thank you.

17 (End of recorded WebEx)

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