

COOPERATIVE AGREEMENTS WITH PRIVATE NON-PROFIT VOCATIONAL REHABILITATION SERVICE PROVIDERS

DVR employs an outcome based statewide fee structure with technical specifications for commonly used and available services. Statewide rates and technical specifications established for the services most commonly purchased from non-profit vocational rehabilitation service providers include: vocational evaluation, supported employment, on-site job coaching and job development and benefits analysis. Agencies wishing to provide these services sign a fee-for-service agreement with DVR. The statewide rates, technical specifications for services, service provider agreement and the providers which have a signed agreement with DVR are posted on the DVR public website. Other service agreements may be developed as required and appropriate.

http://dwd.wisconsin.gov/dvr/service_providers/tech_specs/default.htm
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During FFY15, the DVR will continue to have service agreements in place with private non-profit vocational rehabilitation service providers. The annually renewable agreements will be effective July 2015.

Throughout the year, training and input meetings were held statewide with agencies and individuals providing services to DVR consumers. The DVR service provider meetings provided an opportunity for feedback and to review the content of the service agreements for the next contact period. The statewide non-profit VR service provider training and input meetings will be conducted again during FFY14, including the use of “study hall” with expert DVR staff available to answer questions from service providers via video and teleconference equipment.

The DVR external website has been enhanced to allow for service provider access to documents, guidance and policy. A frequently asked question (FAQ) section has also been added to the website to facilitate understanding of common issues and questions.

During FFY15 DVR will continue to collect and review consumer satisfaction with services. In FY 12, to date, 9,749 (98%) consumers offered consumer satisfaction for 26,525 service items. In FFY 14, DVR will continue with its efforts to produce a “report card” for consumers to use, assessing the performance and satisfaction of service providers.

This enhanced consumer satisfaction rating reports will be used to share service provider satisfaction and effectiveness information with DVR consumers. Standardized service provider information is provided to consumers to support their informed consumer choice in the selection of a service provider. The information provided to consumers will include lists of DVR service providers with performance and satisfaction information. This information will be also be available to referral resources, consumer groups, disability advisory councils, and other individuals and entities who support the informed choice process with DVR consumers.

To assist with increasing employment outcomes, the Wisconsin Rehabilitation Council has recommended training for DVR staff and vendors on new trends in assessment and job development. DVR staff continues to participate with VR service providers in specialized employment assessment and placement technique trainings during FY15. In addition, the DVR will continue to access assistance from the Technical Assistance and Continuing Education (TACE) Center for identifying and providing information and training to staff and service provider partners on promising practices that support consumers in their successful job search and in establishing natural employer supports. FFY15 training activities will continue to focus on increasing the number of supported employment service providers in targeted areas of the state who provide integrated community based employment services and supports in lieu of facility-based extended employment.

Efforts to clarify the service provision and reporting components of statewide services will be pursued in FFY15. Input has been collected from service providers, DVR staff and stakeholder groups to assist in this effort. In addition, information gathered from service providers and staff in the FAQ section of the external website has informed efforts to clarify common issues and concerns with the DVR's service delivery technical specifications.

Public testimony indicated that DVR should improve the quality and availability of its service providers. DVR will add this assignment to the Quality Assurance Team and will give it top priority.