

COOPERATION AND COORDINATION WITH OTHER STATE AGENCIES AND OTHER ENTITIES REGARDING THE PROVISION OF SUPPORTED EMPLOYMENT SERVICES AND EXTENDED SERVICES FOR INDIVIDUALS WITH THE MOST SIGNIFICANT DISABILITIES

In Wisconsin there are several different supported employment approaches currently used. Each program requires cooperation and coordination at the local level from the entity providing long term support and other service for the common consumer. At the state level there are several different mechanisms for coordination and cooperation.

DVR anticipates that the current environment for supported employment services will continue to improve over the next few years as the Department of Health Services (DHS), the Wisconsin Medicaid agency, continues to operationalize the best practices learned from the Medicaid waiver infrastructure funding of long-term community living and employment supports.

Long term care services for people with serious and persistent mental illness continue to be provided by the county in which they live. Each county has a different cadre of services and supports available. The DVR staff work collaboratively within their county to promote and interface VR services with long term care and employment support services.

A statewide interagency agreement has been developed as Managed Care; called Family Care in Wisconsin continues expansion across Wisconsin counties. There is a current statewide Memorandum of Understanding (MOU) with DHS and regarding coordination with Managed Care Organizations and another agreement to implement Individual Placement and Support (IPS).

DVR continues to develop and publish just in time policy, technical specifications, outcome based fee schedule, and guidance for the delivery of supported employment and extended employment services (e.g., long term employment supports) on its intranet website for staff use and on the external website for service providers, and other stakeholders to reference.

WI DVR worked collaboratively to develop and implement the use of customized employment. DVR provides consumer criteria, a listing of qualified and trained providers, service descriptions and fees for customized employment services.

DVR collaborated with the Dane County Development Disabilities Services program to develop supported "self employment" option. Representatives from this project consulted with DVR policy staff that created a supported self employment guide for DVR staff. DVR now provides fee-for-service funding to support customized self-employment services in an employment plan.

1. In partnership with the Department of Health Services, Division of Mental Health and Substance Abuse, in FFY10 DVR applied for and secured a grant through Dartmouth College to implement an Evidence Based Practice individual placement and support model (IPS) for consumers with a primary mental health diagnoses. This project currently operates in 13 counties in partnership with the Wisconsin Department of Health Services,

[Division of Mental Health and Substance Abuse Services](#), Individual Placement and Support (IPS) are provided. The collaborative project is in its 4th year and is expected to expand statewide and become a fee for service arrangement and typical practice following this evidence based model for common consumers in counties that offer IPS.

For youth-in-transition from high school in need of supported employment services, DVR has a multi-agency Interagency Agreement that defines necessary relationships, policies and procedures, between the DVR, the Departments of Public Instruction (DPI) and Health Services (DHS), and county-based managed care organizations. The MOU creates common understanding, and provides clarification of roles and responsibilities for DVR and school district staff and staff of entities contracting with DHS to support students with disabilities, including students with mental health and substance abuse issues. These students also have identified long term needs in employment and independent living. Another primary goal of the Interagency Agreement and its Transition Action Guide (TAG) is to increase interagency communication and coordinated and collaborative efforts in delivering services that improve employment outcomes for students with disabilities who are eligible for and/or enrolled in an existing home and community-based waiver program, Family Care, or Mental Health/Substance Abuse services. The TAG is designed to be a practice manual useful for all persons and agencies involved in the process of transition of students from school to employment. The agreement is published on the DVR public website. http://dwd.wisconsin.gov/dvr/pdf_files/dpi_interagency_agreement.pdf

An expansion of the youth-in-transition interagency agreement was instituted in FFY11 to include the providers of adult long term care services funded under the Medicaid Waiver Family Care program by contracted Managed Care Organizations and the I-respect-I-select (IRIS) services self selection component of Family Care. The adult services Technical Assistance Guide (TAG) is intended to improve communication, coordination, and services for DVR adult participants seeking integrated employment who also participate in either the Family Care, Family Care Partnership, PACE or IRIS long term care programs. The TAG is designed to be a practice manual for all persons and agencies involved in the process of vocational placement and providing long term support for integrated employment.

Provision of Extended Services

Wisconsin DVR has, through its local offices, working relationships supporting extended services for supported employment with all Managed Care organizations, counties and the designated agencies that administer the self-directed supports program called Because of the focus by the Department of Health Services on integrated, community based and competitive employment there is an increased demand for supported employment services. This growing demand has been coupled with managed care efforts and significant budget reductions across public sectors and agencies. Service Provider agencies who work with DVR and long term care funding agencies have reduced and/or limited the number of individuals for which they agree to provide extended services while in supported employment. This has caused waiting lists for supported employment services in some areas reducing the ability for DVR to provide timely service to consumers.

To address this challenge, Wisconsin DVR provides policy and guidance to staff to help them identify alternative, appropriate extended support resources. The guidance includes a

decision tree to be used by DVR counselors and their local partners to assure that individuals have adequate opportunities for integrated community work experiences to assess extended support needs and to explore all possible sources of extended support.

In 2010 when DVR expanded the statewide interagency agreement to include Managed Care services, a Technical Assistance Guide was developed for staff of managed care and DVR to use in the delivery of supported employment.

In 2012, DVR in partnership with the Managed Care Organizations developed a quarterly workgroup to identify and resolve policy issues. That group has developed a dispute resolution process and transportation guidance to clarify roles and responsibilities when serving a common consumer

DVR staff will continue to participate with service provider partners in DHS-sponsored trainings. In addition, DVR will utilize the Technical Assistance and Continuing Education (TACE) resources to identify and provide information and training to staff and service provider partners on promising practices to support successful supported employment attachment with on-going natural supports provided by an employer. Training activities will also aim to increase the number of supported employment fee-for-service providers in targeted areas of the State who provide integrated community-based employment in lieu of facility-based extended employment.

As a supplemental or alternative funding source for LTES, the DVR will continue to utilize the "Partnership Plus" opportunities in the revised Ticket to Work (TTW) regulations to promote funding opportunities to consumers utilizing ENs for on-going employment supports following their successful VR case closure.

With the increased efforts for placing more individuals in employment through supported employment, DVR must also work with our long term care partners to address transportation challenges faced by our common customers, especially those in rural areas with fewer public and private transportation resources.