

Program-Specific Requirements for Vocational Rehabilitation

The Vocational Rehabilitation (VR) Services Portion of the Unified or Combined State Plan* must include the following descriptions and estimates, as required by section 101(a) of the Rehabilitation Act of 1973, as amended by WIOA:

* Sec. 102(b)(D)(iii) of WIOA

a. Input of State Rehabilitation Council

All agencies, except for those that are independent consumer-controlled commissions, must describe the following:

1. input provided by the State Rehabilitation Council, including input and recommendations on the VR services portion of the Unified or Combined State Plan, recommendations from the Council's report, the review and analysis of consumer satisfaction, and other Council reports that may have been developed as part of the Council's functions;

The WRC is the advisory and oversight body for the Division of Vocational Rehabilitation. The WRC makes recommendations for establishing priorities and for sharing key information with the advisory members.

WRC Recommendation 1:

We recommend that the DVR Administrator provide updates to our council on the status of budget items that affect DVR funding.

DSU Response:

The DVR Administrator will continue to provide quarterly updates to the Council and, on the status of the MOE commitment and other budget items that affect DVR funding, including any third party proposals.

WRC Recommendation 2:

We request that the DVR Administrator provide our council with quarterly updates on the wait list numbers, staff vacancies, and VR Counselor caseload numbers by Workforce Development Area.

DSU Response:

The DVR Administrator will continue to provide the Council with quarterly updates on the wait list numbers, staff vacancy numbers and the continued operation of the Order of Selection procedure. The resources of the vocational rehabilitation directly impact the quality and effectiveness of the program and believe these updates help to improve VR services.

WRC Recommendation 3:

The Business Service Consultants have increased employment outcomes as well as increasing the business community's awareness of DVR. We recommend that DVR move to make these positions permanent so DVR will have a consistent point of contact in each Workforce Development Area.

DSU Response:

Employment outcomes are the top priority and WDVR appreciates the WRC's partnership in seeking improvements and solutions. DVR agrees to keep the Council updated on strategies used to positively impact employment outcomes, including the progress of the new 20 project positions who will serve as Employment Specialist.

Along with the sharing of their progress and success, WDVR will share their observations and any labor market or business trends. WDVR will continue to work with DWD human resources staff to determine options for continuing to include Business Services Consultants as part of the DVR staff contingent.

WRC Recommendation 4:

We recommend that DVR bring together a state workgroup on job development services to estimate the current and future capacity needed, the training needed to prepare job developers in a variety of methods, the training mechanism (ex. current training methods vs. a technical college curriculum), and the funding mechanism that would pay based on the service need rather than the funding source.

DSU Response:

WDVR agrees with this recommendation and will convene this important group to identify best practices, share possible protocol techniques and ways to ensure consistency and adequate training for the service providers.

WRC Recommendation 6:

Our council has received feedback that offices in our state's larger urban areas have higher staff turnover. Turnover leads to more time spent on interviewing, training, and results in less experienced counselors working in the areas with higher caseloads. We recommend that DVR consider independent methods to gather feedback from staff. A recent recommendation suggested independent exit interviews of staff to learn what factors have more or less significance.

DSU Response:

WDVR agrees with this recommendation and will work with departmental human resource specialists to review compensation, retention tools and techniques, employee engagement, and workplace and life balances to reflect generational motivational efforts. WDVR is also reviewing new approaches to reduce management time during the recruitment effort.

WRC Recommendation 7

We request updates on the PROMISE grant at our quarterly meetings to learn and share best practices on working with youth with disabilities.

DSU Response:

DVR very much looks forward to sharing with the council the progress of all pilots and projects and steps taken by DVR to improve our services and outcomes.

WRC Recommendation 8

With the new requirements of WIOA related to serving youth with disabilities, the WRC recommends that DVR reconvene the workgroup that initially designed the Memorandum of Understanding between DVR, DPI and DHS related to transition services for youth with disabilities, and expanding the workgroup to include new stakeholders as defined in WIOA. DSU response

DVR is actively working with DPI and DHS to adjust the MOUs that provide guidance for services to youth.

2. the Designated State unit's response to the Council's input and recommendations; and

See Above.

3. the designated State unit's explanations for rejecting any of the Council's input or recommendations.

See Above.

b. Request for Waiver of Statewideness

When requesting a waiver of the statewideness requirement, the designated State unit must identify the types of services to be provided by the program on a non-statewide basis. The waiver request must also include written assurances that:

1. a local public agency will provide the non-Federal share of costs associated with the services to be provided in accordance with the waiver request;

State VR programs must deliver their services statewide, unless they have received a waiver. Wisconsin has not requested a waiver of statewideness.

2. the designated State unit will approve each proposed service before it is put into effect; and

State VR programs must deliver their services statewide, unless they have received a waiver. Wisconsin has not requested a waiver of statewideness.

3. All State plan requirements will apply

requirements of the VR services portion of the Unified or Combined State Plan will apply to the services approved under the waiver.

State VR programs must deliver their services statewide, unless they have received a waiver. Wisconsin has not requested a waiver of statewideness.

c. Cooperative Agreements with Agencies Not Carrying Out Activities Under the Statewide Workforce Development System.

Describe interagency cooperation with and utilization of the services and facilities of agencies and programs that are not carrying out activities through the statewide workforce development system with respect to:

1. Federal, State, and local agencies and programs;

Guiding Principles and Mechanisms for Cooperation and Coordination with Other Agencies and Other Entities

All of these agreements, in addition to all other services and activities of the Wisconsin DVR, are to be guided by:

Our Mission: The Wisconsin Division of Vocational Rehabilitation (DVR) is a federal/state program designed to obtain, maintain, and improve employment for people with disabilities by working with VR consumers, employers, and other partners. The primary mechanism for interagency coordination and cooperative agreements including the cooperative arrangement funding portion of those agreements is the State Plan interagency coordination parameters as described throughout this document.

The primary mechanism for interagency coordination parameters as defined in this attachment does not require a written agreement between cooperating agencies or entities.

A secondary mechanism for interagency coordination and cooperative agreements includes a written agreement. A secondary mechanism in the form of a written agreement must comply with the following:

As the Division deems appropriate, and with approval from the Wisconsin Rehabilitation Council, secondary interagency agreement mechanisms that expand the availability, or improve the coordination of services and which also comply with the interagency coordination parameters of the State Plan may be employed.

Secondary interagency mechanisms require a signed agreement between the Division of Vocational Rehabilitation and the respective officials of the cooperating entities that clearly identifies the responsibilities of each entity for the provision and coordination of services.

As a complement to the primary interagency coordination parameters of the State Plan, such agreements may take the form of a memorandum of understanding or agreement, a letter of agreement, or a contractual arrangement.

Secondary cooperative interagency mechanisms include interagency service agreements between the DVR and state agencies, the University of Wisconsin System; the Wisconsin Technical College

System and a Wisconsin American Indian Vocational Rehabilitation Program. These agreements are described in this and in other attachments.

These cooperative agreements may or may not involve funding contributions from the Division of Vocational Rehabilitation. As a secondary mechanism, a cooperative agreement may, within the parameters of the financial responsibilities outlined in ii of this section, include a third party cooperative arrangement involving funds from another public agency.

As deemed appropriate by the Division, and when approved by the Wisconsin Rehabilitation Council, short-term waivers from the State Plan primary interagency coordination parameters may be granted. Such waivers will be granted for the purpose of facilitating the transition of secondary cooperative interagency mechanisms and funding to full compliance with the interagency coordination parameters of the State Plan, should such a transition be determined necessary to provide continuous and timely services to DVR consumers. The DVR is primarily responsible for assuring that services within the Scope of Vocational Rehabilitation Services (34 CFR 361.48) are available to assist eligible individuals with an individualized plan for employment (IPE) in achieving their employment goals.

As needed to assure the timely and continuous provision of IPE services, the agency's financial priority is to expend Title I-B operational and discretionary case aid funds to assure the timely and continuous availability and delivery of services to these individuals over the anticipated term of their service plans. The DVR will maintain an IPE obligation reserve to secure the continuous and timely provision of employment plan services. The case aids budget will be dedicated to the continuous and timely support of IPE services and to develop and activate employment plans for eligible individuals with most significant and significant disabilities in a timely manner from the DVR wait list.

After the Division is assured that eligible individuals are adequately supported in their IPE costs, and Title I-B funds have been used to activate individuals with the most significant and significant disabilities from the OOS wait list in a timely manner, up to 2% of Title I-B discretionary case aids funds may be used for other allowable purposes, including innovation and expansion services.

The DVR annually utilizes a portion of funds for the development and implementation of innovative approaches to expand and improve the provision of vocational rehabilitation services. Innovation and expansion services funded under an interagency mechanism must be consistent with the findings of the comprehensive statewide needs assessment and be funded in accordance with the minimum financial responsibilities of a cooperating partner specified in this section.

Developing appropriate long-term employment supports necessary for individuals with the most significant disabilities to obtain and maintain employment is identified as a priority in the comprehensive needs assessment.

Most importantly, DVR has collaborated with the Board for People with Developmental Disabilities, the Department of Health Services, and the Department of Public Instruction on a pilot grant program designed to improve transition services by offering career and work experience while in high school. The "Let's Get to Work" grant allowed a best practice to be developed between special education, DVR and long-term care providers to offer employment focused transition plans for developmental disabled students. The Promise Grant, where Wisconsin is one of six federal demonstration sites, further expands this collaboration and focus on youth.

DVR has a collaborative project with the Great Lakes Inter-Tribal Council as an Innovation and Expansion option. Three tribal entities are currently working with DVR to "Place and Train" Wisconsin DVR consumers in tribal businesses.

For Both Public and Private Entities

Funding of I & E and other allowable vocational rehabilitation service projects, including co-funding with another public or private entity, requires the following coordination guarantees, conditions, terms and procedures for reimbursement:

A guarantee that the Division funds will not be used to supplant funding for existing services.

A guarantee that Division funds will not be used to cover the costs of otherwise comparable services and benefits as described in 34 CFR 361.53.

A guarantee that the Division's funding is limited to the timeframe of the project, which is not to exceed 36 months but with annual reviews and renewals, unless the project is funded in part, or whole under a federal appropriation supporting a longer timeframe, in which case, the project timeframe is not to exceed 60 months.

For I & E project services funded with DVR funds, the financial agreement must include a predetermined strategy for project service sustainability and a project funding conversion schedule, as determined by the Division that may include the conversion of time limited project expenditures to DVR fee-for-service payments. If any entity other than the Wisconsin Division of Vocational Rehabilitation is obligated under federal or state law, or assigned responsibility under state policy or under this paragraph, to provide or pay for any services that are also considered to be vocational rehabilitation services (other than those specified in paragraph (5)(D) and in paragraphs (1) through (4) and (14) of section 103(a) of the Rehabilitation Act), such entity shall fulfill that obligation or responsibility, either directly or by contract or other arrangement.

If an entity other than the Division of Vocational Rehabilitation fails to provide or pay for comparable benefits or services for an eligible individual, the Division of Vocational Rehabilitation shall provide or pay for such services to the individual.

The Division of Vocational Rehabilitation will claim reimbursement for the services from the entity that failed to provide or pay for such services. Such entity shall reimburse the DVR pursuant to the terms of the interagency agreement or other mechanism described in this paragraph according to the procedures established in such agreement or mechanism.

Agency partners involved in the interagency agreements specifying the coordination of service procedures are described in this attachment. A DVR services coordination agreement may involve coordinated use of interagency funds. The service delivery timeframes within the Act and those referenced in the Division of Vocational Rehabilitation Policy Manual shall establish the minimum standard for the timely delivery of vocational rehabilitation services. At its discretion, the Division may create additional requirements for the coordination and timely delivery of services when establishing mechanisms for interagency coordination that affect the delivery of services.

The Division shall maintain primary responsibility for assuring the coordination and timely delivery of services. The Division will meet this responsibility through its service agreements and in all other mechanisms used for establishing interagency coordination for the delivery of services. Interagency Agreements All Wisconsin State Agency Departments

DVR will continue to consider collaborative agreements with State Agency Departments to target and increase paid on-the-job training (OJT) internship opportunities for DVR job seekers in state positions. This initiative is designed to access state limited term employment (LTE) positions to expand the number of state employment opportunities that contribute to the skills and work

experience of persons with disabilities served by DVR. The goal of the OJT LTE paid internship is that upon successful completion, the DVR sponsored intern will have valuable experience and references for their resume and will be prepared to compete for available LTE or permanent state agency positions.

Department of Children and Families/Division of Family Supports

The Department of Children and Families (DCF) operates Wisconsin's Temporary Assistance for Needy Families (TANF), child support and childcare subsidy programs for low-income individuals and families. The purpose of the MOU is for the DVR and the Department of Children and Families/Division of Family Supports to establish communication and a common understanding regarding the roles, policies and procedures to improve serves to common customers. The intent is to maximize the employability of DVR/TANF participants by increasing service collaboration and reducing duplicative efforts. By combining areas of expertise and coordinating funding, DVR staff can assist in the development of employment goals and DCF staff can provide supportive resources. Cross training of staff from both agencies has increased communication and service planning and improved cost sharing. This agreement is in place during FY 2014.

Department of Children and Families/Department of Corrections

DVR developed a collaborative relationship with the Department of Children and Families (DCF) and with the Department of Corrections (DOC) coordinate service activities for individuals with disabilities who are interacting with the juvenile justice system, child welfare (especially those aging out of Foster Care) and adults scheduled for community release. Referrals to DVR including assisting inmates in securing documentation of disability. DVR staff in the Racine area continues to work with Ellsworth Correctional Center (Racine County) in assisting inmates with disabilities with determining if they are eligible for DVR services, and if so, helping them prepare for a successful employment transition as a component of their community transition.

The Wisconsin DOC has awarded a Benefits Specialist Program to Legal Action of Wisconsin (LAW). The project, Disabled Offenders Economic Security (DOES) Project, will work with the 13 DOC institutions identified as having the highest number of inmates with serious mental illness and DD, to ensure that disabled offenders receive their benefits during the re-entry process, including employment and DVR referrals.

DVR is currently working to assist DCF with a major transition to their department of the Juvenile Justice state programs. With this movement, DVR can continue to build on the work of the Promise Grant, identifying common youth who can benefit from DVR services and receive assistance from juvenile justice programs. Especially important is the collaborative individualized programming to aid the youth with wrap around employment services while on probation. Early collaboration with Juvenile Justice and Promise has demonstrated a promising practice of community employment as a deterrent to reoffending.

DVR will engage DOC and DCF officials through a MOU to establish protocols for working with individuals in adult corrections and juvenile justice systems to ensure a more successful re-entry into communities through employment. DVR will also coordinate with Promise grant to advance employment opportunities for juveniles in the juvenile justice system.

DVR will engage DOC and DCF officials through a MOU to establish protocols for working with individuals in adult corrections and juvenile justice systems to ensure a more successful re-entry into communities through employment. DVR will also coordinate with Promise grant to advance employment opportunities for juveniles in the juvenile justice system.

Department of Public Instruction and Department of Health Services/Division of Long Term Care

DVR has a multi-agency agreement that defines necessary relationships, policies and procedures between the DVR, and the Departments of Public Instruction (DPI) and Health Services (DHS). The agreement is designed to create common understanding, and establish collaborative efforts in the provision of services that ultimately improve employment outcomes for students with disabilities who may be eligible for DVR services. Efforts will continue to maintain the Interagency Agreement with the Department of Public Instruction (DPI) and the Medicaid agency, the Department of Health Services (DHS). DVR utilizes this agreement as the official document to guide its coordination of transition activities for youth with disabilities as they move from school to post-high school vocational rehabilitation services with education officials and with long-term care and employment support providers. Recent updates indicate that the plan is actively being used and updated as needed.

Department of Health Services/Division of Long Term Care

DVR developed an agreement with the Department of Health Services, Division of Long Term Care with guidelines for making determinations of payment for service for common customers. The agreement is intended to provide clarification of funding responsibilities for adults seeking competitive employment who may also require short-term employment supports through DVR and long-term employment supports through the Family Care system. This agreement defines and guides practice and provides a structure to coordinate service planning, appropriately blend and braid funding and to resolve disputes.

Great Lakes Intertribal Council (GLITC) American Indian Vocational Rehabilitation Program

A MOU with the Great Lakes Intertribal Council (GLITC) was implemented to assure that the following objectives of the statewide comprehensive needs assessment are addressed during the state plan period. The DVR funded services in the MOU will be fully compliant with federal program rules.

- Provide training to all VR staff in multicultural awareness
- Increase VRC expertise to address cross-cultural needs
- Develop better methods to identify issues preventing involvement and make appropriate referrals to community resources to consider these issues to increase engagement of individuals in the VR process
- Conduct outreach to recruit potential eligible consumers
- Increase coordination of VR services between the tribal VR agency and DVR, targeting Native Americans not living on or near reservations
- Develop mentoring services related to crime/poverty to support employment efforts
- Improve the service rate for individuals with disabilities from this minority group.

Interagency Memorandum of Understanding with Division of Vocational Rehabilitation, the Office of Veterans Services within the Division of Employment and Training of the Department of Workforce Development and the U.S. Department of Veterans Affairs (Milwaukee Regional Office).

The purpose of the MOU is to ensure seamless, coordinated, and effective vocational rehabilitation services to Wisconsin's Veterans with disabilities by improving cooperation and collaboration among the three agencies, avoiding duplication of services, improving inter-agency communication and establishing staff cross-training opportunities.

Institutions of Higher Education (IHE)

DVR renewed non-financial Memorandums of Understanding (MOU) with the University of Wisconsin System (UWS) and the Wisconsin Technical College Systems Board (WTCS). The purpose of the MOU is to clarify the roles and responsibilities of DVR and the Institutions of Higher Education (IHE) in fostering a seamless delivery system supporting the DVR individualized plan for employment (IPE) and common customers engaged in training at a post-secondary institution as a means to achieve their employment goal. Included in the MOU is an agreement to coordinate financial aid information so that the DVR consumers can make maximum effort to secure financial aid grants.

Each MOU described above is published on the DVR public website.

The website address is: <http://dwd.wisconsin.gov/dvr/>

State Use Contracting agency and other agencies

The DVR will, when appropriate, develop agreements with other federal, state and local agencies that are not part of the statewide workforce investment system, including programs carried out by the Under Secretary for Rural Development of the Department of Agriculture and State use programs, when such agreements will benefit the vocational rehabilitation of persons with significant disabilities.

While there are no written cooperative agreements with these entities, the Division has assigned a liaison to the USDA Wisconsin State Chapter to foster a comparable benefit relationship for individuals with disabilities receiving services in rural areas of the state. In 2010, the USDA Wisconsin Chapter Executive Director presented to DVR staff on USDA services for rural families, including individuals with disabilities.

The Division also maintains a permanent seat on the Wisconsin State Use Board. DVR's role is to promote competitive, integrated employment in this system wherever possible.

2. State programs carried out under section 4 of the Assistive Technology Act of 1998;

See Above.

3. Programs carried out by the Under Secretary for Rural Development of the United States Department of Agriculture;

See Above.

4. Noneducational agencies serving out-of-school youth; and

See Above.

5. State use contracting programs.

See Above.

d. Coordination with Education Officials

Describe:

1. DSU's plans

The designated State unit's plans, policies, and procedures for coordination with education officials to facilitate the transition of students with disabilities from school to the receipt of VR services, including pre-employment transition services, as well as procedures for the timely development and approval of individualized plans for employment for the students.

DVR has a tri-agency Interagency Agreement that defines necessary relationships, policies and procedures between the DVR, and the Departments of Public Instruction (DPI) and Health Services (DHS). The agreement is designed to create common understanding, and establish collaborative efforts regarding services that will ultimately improve employment outcomes for students with disabilities who may be eligible for DVR services. This interagency agreement has been revised from the July 2007 interagency agreement to now focus on both students with disabilities transitioning from high school as well as adults with disabilities, who have an expectation for integrated competitive employment. The three agencies also jointly developed a Transition Action Guide (TAG) which puts the agreement into practice. The agreement and the TAG have been modified to reflect best practices associated with increasing employment opportunities for people with cognitive and/or physical disabilities who also have challenges with mental health. The agreement and TAG are published on the DVR public website. The three agencies have updated these agreements to reflect on-going projects that have enriched and deepened our relationship, understanding and program evolution. The updated agreements allow for an on-going vehicle that best reflects the updated procedures, policies and protocols established to serve youth eligible for DVR services.

http://dwd.wisconsin.gov/dvr/pdf_files/dpi_interagency_agreement.pdf

http://dwd.wisconsin.gov/dvr/pdf_files/tag.pdf

Pre-Employment Transition Services (PETS)

New federal mandates require that WDVR, in collaboration with local educational agencies, offer to transition age high school students with disabilities (ages 14–21) Pre-Employment Transition Services (PETS) using 15% of our federal allocation on an annual basis.

PETS services include:

- Job exploration counseling
- Work-based learning experiences, (after school work opportunities outside the traditional school setting including internships that are provided in an integrated environment)
- Counseling on opportunities in comprehensive transition or enrollment in postsecondary educational programs
- Workplace readiness training to develop social skills
- independent living Instruction in self-advocacy/peer mentoring

Under WIOA, WDVR will allocate \$9.6 million in FFY 2015 on high school students to provide PETS services. To achieve the federal expenditure goal of 15% of our allocation, each WDA was given an expenditure target. They each developed a plan to reach their individual goal. In order to reach those goals each WDA is ensuring they have a strong relationship with the local school districts and the

local Work Force Development Boards. Summer work experiences, work place readiness training to develop social skills and independent living, and other work based learning experiences have been implemented and will continue to expand as the population of high school students we serve increases.

Per WDVR policy youth with disabilities are recommended to apply for DVR services at least two years prior to graduation. The plan for employment should be developed as soon as possible, but the time shall not exceed 90 days after the enrollment. DVR staff will use rapid engagement and motivational interviewing techniques when working with this population. DVR, in collaboration the local education agency, will provide services to assist the student in developing and successfully achieving their Individual Plan for Employment (IPE) goal.

On a statewide basis, DVR has designated high school transition staff to provide leadership, information and referral, advocacy, technical assistance, and to promote collaboration among consumers, parents, adult service providers, and other service agencies. The designated DVR transition staff consists of a Statewide Coordinator and the Statewide Transition Action and Resource Team (START). START has DVR representative from each WDA. For their respective areas, the START members take lead responsibility for transition services delivered across their WDA. This lead responsibility includes coordination of activities and training of other DVR staff. DVR staff is also involved in various local transition councils and statewide transition initiatives.

To facilitate the transition of students with disabilities from school to the receipt of vocational rehabilitation services, DVR will:

- Continue to have counselors assigned to each school district and/or school building as identified by DPI. It is the role of the assigned liaison counselors to provide outreach, technical assistance, information and referral to the secondary education officials in their assigned schools and districts as well as to assure the provision of direct services to eligible youth.
- Maintain the Interagency Agreement with the Department of Public Instruction (DPI) to include the Medicaid agency, the Department of Health Services (DHS). DVR utilizes this agreement as the official document to guide its coordination of transition activities for youth with disabilities as they move from school to post-high school vocational rehabilitation services with education officials and with long-term care and employment support providers.
- Promote the Transition Technical Assistance Guide (TAG) to compliment the Interagency Agreement. The TAG details and supports the interagency coordination processes and procedures to deploy the necessary supports and activities for DVR eligible youth to successfully transition from school to post-high school employment. The TAG includes policy information, definitions, timelines, and most importantly, effective practice examples.

DVR policy to facilitate the transition of students with disabilities from school to the receipt of DVR services.

The DVR Policy Manual states “Transition: For high school students who are eligible for development of a plan for employment, the plan for employment will be completed prior to leaving high school” .

It is understood by all DVR staff working with transition age youth that their responsibility is to coordinate with the school’s efforts to engage the youth in activities that will allow development of an individualized plan for employment before the youth leaves high school.

The Transition Action Guide (TAG), which is an integral part of the Interagency Agreement, calls for referral of youth no later than two years prior to exit from school. This allows time for the necessary career exploration, job shadows, and integrated work experiences leading to the development of an individualized plan for employment prior to matriculation. DVR assures that the individualized plan for employment is also coordinated with the employment goal in the school's individualized educational plan and, where appropriate, the individualized service plans of the long term care service providers.

Information on the formal interagency agreement with the state educational agency

Commitments will continue in FFY 15. DVR's role in transition at both the systemic and service delivery levels are identified in the Interagency Agreement with the state's Department of Public Instruction (DPI) and Department of Health Services (DHS). The agreement facilitates the development of a coordinated service plan in support of the student's long-term employment and independent living. The agreement, along with the Transition Action Guide (TAG) developed by the three agencies which puts the agreement into practice, specifies outreach provisions, lead agency responsibilities, and how students with disabilities who are not in special education programs can access vocational rehabilitation services. The agreement describes the roles and responsibilities of DPI, DVR, and DHS with respect to transition services.

The updated agreement complies with the 2004 IDEA amendment changes and includes a new and important partner. DHS partnership in this agreement is especially timely given Wisconsin's move to a statewide managed care system (i.e., Family Care) for the provision of long-term community living and employment supports.

This agreement between DPI, DVR and DHS has four overall priorities supporting integrated employment:

1. To comply with federal legal mandates under the Rehabilitation Act of 1973 and the Individuals with Disabilities Education Act of 2004 (IDEA).
2. To provide practical guidance, technical assistance, and training to internal and external stakeholders and staff regarding employment-related services and supports.
3. To provide information on employment services to individuals with disabilities and their family members or guardians so they will be able to participate fully in employment.
4. To provide clarification of roles of stakeholders within each respective department regarding individuals with disabilities who have identified support needs associated with employment and independent living, so that individuals and their families may regard such efforts to be as seamless, non-duplicative, and as transparent as possible.

The Interagency Agreement and the TAG describe the role of DVR including the responsibility to provide consultation and technical assistance, referred to as Employment Planning Consultation. The agreement addresses the need for DVR liaisons and staff to provide school districts that have transition students who have not yet applied for vocational rehabilitation services with assistance, strategies and creative ideas for identifying the students' post-school employment goals, needs for services, and concerns to be addressed in achieving those goals.

DVR staff attends Individual Education Plan (IEP) meetings, with consent from the student and family. DVR is also available to provide information and technical assistance on transition services to teachers, parents, and other organizations and councils.

As outlined in the TAG and the DVR Policy the development of the plan for employment for students who are eligible for plan development, is to occur prior to the student leaving school. DVR staff and educators are encouraged to coordinate the provision of services and transition activities for students who are eligible for both IEP and an IPE services to assist them in transitioning from school to work.

The DVR Statewide Transition Action and Resource Team (START), supported by the interagency agreement, have the role to improve consistency and engagement in the transition process. The DVR START team and the DPI Wisconsin Transition Improvement Grant (TIG) also collaborate to improve consistency in the provision of service to youth with disabilities as they transition from school to post high school activities that include VR services. TIG provides technical assistance to school districts, Cooperative Educational School Districts (CESA) and county Transition Advisory Councils, including, information dissemination and participation in staff development activities. The Interagency Agreement also supports TIG. DVR START and TIG also collaborate to provide training regarding the Interagency Agreement.

DVR staff engages in student outreach by presenting at local conferences, schools, council meetings, and at various other organization meetings. The agreement calls for DPI, DVR, and DHS to share outcome data to determine the impact on outreach efforts. DVR will also coordinate with DPI on outreach and marketing to parents to ensure service opportunities are widely dispersed and well-known. DVR actively participates with the National and Wisconsin Community of Practice on Transition including collaborating with DPI on the establishment and facilitation of a practice group called Interagency Collaboration for Employment.

The Wisconsin Rehabilitation Council (WRC) has recommended that the respective state agencies supporting the Interagency Agreement provide ongoing training to staff and teachers. DVR agrees that on-going training is a vital component to the success of collaboration at the local level.

Financial responsibilities between DVR and the DPI

When there is overlap of educational goals and employment/rehabilitation goals and services, a cost sharing arrangement may be negotiated between DVR, the school district, and Long-Term Care and/or Mental Health programs. To know who will pay for a service, all parties must be involved in transition planning in order to make a determination about appropriate services.

The following are general guidelines to help understand how decisions can be made under the DVR/DPI/DHS interagency agreement.

Test 1 – Will the service help to achieve the educational goal of the IEP? If yes, the school is primarily responsible for the service.

Test 2 – Will the service help to achieve the employment goal of the IPE? If yes, DVR is primarily responsible for the service.

Test 3 – If the same service appears on both the IEP and IPE, the school and DVR are responsible for negotiating a cost sharing arrangement (conflicts between schools and DVR are to be resolved utilizing the process outlined in the DPI/DVR/DHS Interagency Agreement).

Test 4 – If the student is over 18 and eligible for Medicaid long-term care services and supports, and chooses to enroll in a Long-Term Care and/or Mental Health program, the three agencies are responsible for negotiating a cost sharing arrangement to determine resources for each individual's

situation. (Conflicts between agencies are to be resolved utilizing the process outlined in the DPI/DVR/DHS Interagency Agreement.)

Staff of all three potential funding sources (i.e., DVR, DPI and DHS) are trained in the use of this decision making process.

2. Information on the formal interagency agreement with the State educational agency with respect to:

A. consultation and technical assistance to assist educational agencies in planning for the transition of students with disabilities from school to post-school activities, including VR services;

See Above.

B. transition planning by personnel of the designated State agency and educational agency that facilitates the development and implementation of their individualized education programs;

See Above.

C. roles and responsibilities, including financial responsibilities, of each agency, including provisions for determining State lead agencies and qualified personnel responsible for transition services;

See Above.

D. procedures for outreach to and identification of students with disabilities who need transition services.

See Above.

e. Cooperative Agreements with Private Nonprofit Organizations

(Formerly known as Attachment 4.8(b)(3)). Describe the manner in which the designated State agency establishes cooperative agreements with private non-profit VR 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: benefits analysis, internship/temporary work, job coaching, job preparation, development and placement, supported employment, vocational evaluation, and IPS supported employment, assistive technology assessment and services. 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 that have a signed agreement with DVR are posted on the DVR public website. Other service agreements may be developed as required and appropriate. Agencies are must renew annual and sign service provider agreements for each new State Fiscal Year.

http://dwd.wisconsin.gov/dvr/service_providers/default.htm

Throughout the year, training and input meetings are 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. DVR WDA Directors and WDA staff coordinates regional quarterly meetings. DVR also may invite VR service providers to study halls or webinars as appropriate to provide clarification or other service updates.

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. Service providers can also access DVR's "Information Center" where all policy and procedures are accessible.

DVR continues to collect and review consumer satisfaction with services. DVR will also continue with its efforts to produce a "report card" for consumers to use, assessing the performance and satisfaction of service providers. It is anticipated that the public "report card" will be completed in FFY 16–17.

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.

Every two years, DVR will conduct consumer feedback surveys to quantify DVR staff satisfaction and feedback. DVR will utilize the findings to improve staff services, enhance training, and ensure quality delivery of services.

Under WIOA, DVR will continue to review and address provider quality issues and will address issues using processes outlined in the service agreements and further identified by RSA rules and regulations.

f. Arrangements and Cooperative Agreements for the Provision of Supported Employment Services

(Formerly known as Attachment 4.8(b)(4)). Describe the designated State agency's efforts to identify and make arrangements, including entering into cooperative agreements, with other State agencies and other appropriate entities in order to provide supported employment services and extended employment services, as applicable, to individuals with the most significant disabilities, including youth with the most significant disabilities.

In Wisconsin, the supported employment program is administered by the designated state agency, the Division of Vocational Rehabilitation (WDVR) within the Wisconsin Department of Workforce Development.

In 2015, an extensive effort was completed related to examining to the needs of individuals who may need supported employment. WDVR examined data provided by the Department of Public Instruction, data provided by the Equal Rights Division (administrator of one 14(c) program in

Wisconsin), as well as other sources to determine the number of consumers that will potentially need supported employment services required under WIOA. The potential number of students with IEP's needing services is identified at 35,000 and the number of individuals currently served under just one of the 14(c) available subminimum wage certificates is 9,400 individuals. The current average caseload of total individuals served with an active IPE in Wisconsin is 16,000 individuals. WDVR is projecting a possible increase of approximately 2000 individuals in 2016 needing supported employment services. This increase is due to the impact of the provisions in WIOA to serve youth and students and the annual requirement for the DSU to establish contact with workers in a 14 (c) environment.

Changes to Supported Employment services are necessary to meet the higher number of individuals to be served under WIOA, to include customized employment and to reduce the level and time necessary for extended services, and to insure the sustainability and viability of the long-term care system and DVR's service provider network. The services available for supported employment and outcomes were analyzed and a number of internal and external stakeholder groups identified improvements. A workgroup of DVR staff and DHS staff reviewed the current technical specifications and identified improvements. In 2011, supported employment providers were asked to complete surveys and share information about how services are provided to consumers related to hours, travel, length and type of services.

Services will be streamlined and provide lasting value and outcomes to the individuals served. WDVR will pilot approaches, which will encourage rapid engagement, and improved support services encouraging natural supports, evidence based practices and a more rapid and sustainable transition to long term supports.

Supported Employment services will include use of the IPS Career Profile in lieu of extensive assessment services. For those individuals that have not been successful, Customized Employment services will be utilized including Discovery.

Business relationships similar to the IPS model (Systematic Job Development) will be used as a strategy in supported employment job development.

Use of Benefits Analysis services will be encouraged for all consumers in Supported Employment receiving benefits in order to address hesitations and foster economic independence and economic self-sufficiency. Youth will be encouraged to explore paid work options prior to an application for benefits.

Use of systematic instruction principles will be piloted and if successful, will be incorporated into supports in Supported Employment. This strategy should assist in higher quality placements, a quicker and more successful transition to long-term supports, which should, in turn, address some capacity concerns in the long-term care system.

Supported Employment funds will be provided to youth with significant disabilities needing supported employment to utilize at least 10% of the budget required by WIOA. The remaining funds will be provided to adults with significant disabilities. It is expected that WDVR will supplement the funds provided in the supported employment grant by a multiple of five. Historically the WI VR program has used case aids to provide supported employment services to DVR consumers with a typical annual expenditure of just less than \$6.7 million in supported employment services. The WDVR case management system has the ability to identify cases and expend the funds allotted as required by RSA.

DVR will continue to work collaboratively with the Department of Health Services to increase statewide supported employment resources. Efforts will focus on increasing access to Supported Employment Services as well as Long Term Employment Supports, and financial coordination of these services. DVR has collaborative relationships with The Division of Mental Health and Substance Abuse services that

contract with counties and other entities for Mental Health services including Individual Placement and Support (via Medicaid waiver approved funds).

The Division of Long Term Care within the Department of Health Services uses a Managed Care approach to provide employment services to individuals with developmental and physical disabilities. This approach is undergoing some change in the administration of the program and some structural details are unknown, DVR has had and continues to expect a collaborative partnership with the Department of Health Services in pursuit of competitive integrated community based employment. DVR expects to be a partner in the development of comprehensive pre-vocational services with the Department of Health Services to provide a coordinated set of services to prepare individuals working at sub-minimum wage in center-based settings for opportunities to participate in competitive, integrated work.

DVR conducts regular collaborative meetings and activity with sources of long-term support including managed care organizations, self-directed managed care and county programs to facilitate referrals, service coordination and increase outcomes.

WDVR continues to work with disability specific stakeholder and advocacy groups as well as professional organization such as APSE to coordinate and consult on system change efforts, service provider training and quality improvement. Many DVR staff members serve on statewide boards and councils to gather feedback and provide input on continued efforts related to collaboration and coordination.

DVR will continue to find partnership opportunities with DHS and DPI to continue outreach to transition students who may need supported employment. DVR will work with schools to offer Pre-Employment Transition Services (PETS) to transition students while still in high school, ensuring a more hopeful employment path when reaching adulthood. DVR has been a partner in efforts to establish the use of an Academic and Career plan for all student in Wisconsin schools including the use of this plan in informing Individualized Education Plans (IEP's) and Individualized Plans for Employment (IPE's). DVR has also developed and will continue to utilize a Youth On-the-Job (Y-OJT) agreement to assist an employer in associated costs of training a youth in a job, job shadows, business tours, job coaching, internship and temporary work, coordinated soft skill training and other employer training with DPI and local school districts.

The WI VR case management system has the ability to identify cases and expend the funds allotted as required by RSA.

Supported Employment is widely available and is always an available service and outcome for youth. Due to the increased availability of work based learning, and the federally required diversion from 14 (c) employment and paid work options for youth it is expected that there will be many more youth needing supported employment services in Wisconsin.

In 2017, the Department of Public Instruction (DPI) will begin to use an academic and career plan (ACP) for all Wisconsin public school students. DVR was a member of the advisory group to develop components and rules related to the use of these plans. The ACP will begin development in the elementary years, including school sponsored activities related to work, labor market, training and

occupational choice. The ACP will be used in the development of both the IPE and IEP in Wisconsin to augment PETS and career preparation and exploration activities.

Students and Youth in transition can utilize any typical DVR service if identified in the IPE. Identified Supported Employment services include; completion of a Career Profile, short and longer term paid work options, exposure to work environments through job shadows, workplace tours and peer success stories, supported employment job development, systematic instruction, job retention services, use of natural supports, transition to long term support providers and funding and post-employment services.

Customized Employment services can be used if an individual has not been successful utilizing typical supported employment services.

Supported Employment services in Wisconsin utilize a consumer centered resource team. This team includes the DVR consumer, DVR staff, the Supported Employment service provider, the special education or other teacher, long-term support case manager, the guardian or anyone else the consumer chooses to invite.

DVR will develop and implement printed materials and provide outreach and technical assistance to schools and families to share supported employment and other resources for employment related services.

DVR has identified some sources of extended services. Students who receive Social Security benefits are eligible for extended services through the children's waiver in Wisconsin. Other sources for students and youth may be county mental health funds for continued support in supported employment and IPS supported employment. DVR intends to explore all options for funds outside of DVR but will utilize general case service funds as well as funds available under 362.20 for youth and students who need support after job placement and prior to the availability of funding from sources of long-term support.

DVR will work with existing stakeholders in the long-term care system and maximize resources to identify, recruit, and train a high quality provider network and to address challenges related to the capacity of the service provider network in Wisconsin.

In Wisconsin, extended service funding is available through Managed Care and County funded mental health services. DVR is planning to pilot systematic instruction principles and if successful, will be incorporated into supports in Supported Employment. This strategy should assist in higher quality placements, a quicker and more successful transition to long-term supports, which should, in turn, address some capacity concerns in the long-term care system.

It is expected that WDVR will supplement the funds provided in the supported employment grant by a multiple of five. Historically the WI VR program has used case aids to provide supported employment services to DVR consumers with a typical annual expenditure of just less than \$6.7 million in supported employment services.

DVR has a policy in place for the coordination of IEP's and IPE's prior to graduation and prior to that when necessary. In the past, service and treatment plans with long-term care and mental health were coordinated and services identified and funding responsibilities determined. Due to the nature and scope of the changes expected in the long-term care system in Wisconsin, it is difficult to know how this will be accomplished but it is expected that treatment and service plans will continue to include and involve active collaboration with DVR.

DVR is planning on the implementation of Systematic Instruction strategies in the Supported Service Array for training of work skills while in a community based job at an employer site. Systematic instruction requires and examination of the job, tasks within the job, accommodations, training, reinforcement and natural supports for transition to long-term sustainable supports.

DVR is planning on use of the IPS Career Profile in lieu of traditional assessment to provide a more rapid and higher quality job matching efforts that take into account the consumers preferences.

WDVR will utilize Department of Workforce Development tools, including Job Center of Wisconsin and Skill Explorer, when appropriate.

Administrative funds for VR staff are charged to Title 1 B dollars and the administrative costs are reported to RSA as zero.

WDVR plans to continue to utilize state general-purpose revenue for the match required continued federal funding for supported employment services.

Will meet quarterly with Wisconsin's Work Incentive Coordinator to ensure accurate and timely information for staff and customers is used.

g. Coordination with Employers

(Formerly known as Attachment 4.8(b)(5)). Describe how the designated State unit will work with employers to identify competitive integrated employment and career exploration opportunities in order to facilitate the provision of:

1. VR services; and

Integration with DWD Mission

DWD's mission: Advancing Wisconsin's economy and business climate by empowering and supporting the workforce. DVR believes this initiative, transitioning the DVR Business Services Consultant (BSC) project positions into permanent positions, best demonstrates a new customer for DVR that fits well with the department's priorities of meeting the workforce needs of Wisconsin's business. DVR fully embraces the dual customer role of serving the workforce needs of Wisconsin's business community while building the needed talent through our DVR job seeker clientele. DVR is the state's preferred talent portal and by having a closer relationship to our business customer, DVR has been able to exceed our employment goal since the BSCs have been part of the DVR service delivery model.

Personnel

20 positions were created in 2013 to function as employment specialists (same classification as Wagner-Peyser Job Service-Employment and Training Specialists A, B) to conduct business needs assessments, develop job matches, and place consumers in jobs. The employment specialists, called Business Service Consultants (BSC) are proportionally distributed throughout the state with at least one BSC assigned to each Workforce Development Area.

Impact of Adoption

Business Services Consultants are able to work with businesses to determine if any of the 7,000 job seekers on DVR caseloads who are ready for employment match the skills that are needed by businesses, allowing DVR counselors to spend more time with job seekers who require intensive IPE development and career counseling.

The new positions have also assisted counselors in placing those in the training queue, another 7000 additional disabled individuals, that would be an excellent source of talent recruitment for businesses needing specialized skilled individuals. Internships and work experiences can be especially beneficial to those ending their academic training and needing work experience to better match to employer needs.

The Business Service Consultants will also be available as technical advisors for: employers on ADA, accommodations and other disability services as described in WIOA; and for their employees developing disabilities throughout their tenure with an employer.

In FFY 2014, DVR Business Services Consultants:

- Were involved in 677 direct hires of DVR job seekers
- Arranged 298 On-The-Job Training (OJT) experiences for DVR job seekers
- Arranged 407 internships and temporary work experiences for DVR job seekers
- Had contact with 4,245 businesses in Wisconsin to discuss recruiting and hiring people with disabilities

Private-sector and state agency employers have benefited significantly from the following DVR On-the-Job Training initiatives:

- Since February 2009, more than 2,400 OJT private-sector hires were supported by a 50 percent payroll cost subsidy for employers providing up to 90 days of on-the-job training following a hire. In this same time period, DVR has invested nearly \$2.6 million for more than 180 DVR job-seekers participating in six month OJT internships with 23 state agencies and other public entities.

Part of WDA Business Service Team

DVR Business Service Consultants are part of the Business Service teams located in each of the eleven workforce development areas. Along with other workforce partners, the BSCs conduct outreach to businesses and share the needs and job openings with all the workforce partners. Wisconsin workforce partners, through a DOL federal grant developed a common data system that tracks all business contacts and provides all the workforce partners with a common platform of business leads. DVR staff play a significant role in sharing the business needs with other partners and, in turn, have access to other business leads developed by workforce partners. The data base is called Salesforce and allows DVR and other partners to track metrics, job leads, services and outreach activities. Additional partners, such as the Wisconsin Technical College System and the Wisconsin Economic Development Corporation have also participated in the common business platform making it a robust and comprehensive catalog of business talent needs.

Innovation and Expansion—Place and Train Models

An important outcome of listening to business needs includes the development of specialized training programs either with other workforce partners or solely developed with DVR consumers, helping DVR job seekers obtain the needed curriculum instruction, experience and recruitment assistance necessary to meet the talent needs of specific employers.

DVR partnered with the Walgreens Retail Employees with Disabilities Initiative (REDI) to provide training for individuals with disabilities in a retail setting. This national program began its pilot in Milwaukee-area Walgreens retail locations in 2012 and is now a statewide initiative.

Building on the success of the REDI model, also called place and train, DVR offered the place and train model with other businesses and is currently working with businesses throughout Wisconsin to implement this model in their workplaces.

Additionally, DVR has become the Point of Contact for Kwik Trip in all its Wisconsin convenience stores. DVR also works to meet the talent needs through our National Employment Team with employers such as Meijer, Wells Fargo, and Amazon.

Two initiatives were included in the Wisconsin Blueprint for Prosperity that will allow DVR to expand place and train opportunities for job seekers with disabilities and Wisconsin businesses. • Training Workers with Disabilities Grants, part of the Wisconsin Fast Forward grant initiative, awarded funding to businesses to develop training for high demand jobs in their industries, and to target job seekers with disabilities, including veterans with service-related disabilities, in their recruitment and hiring. • New funding for Project SEARCH will create 20 new sites in Wisconsin by 2017, with seven new sites accepting students for the 2015–16 school year.

2. transition services, including pre-employment transition services, for students and youth with disabilities.

Internships, job shadows and employment tours and paid work experiences can be especially beneficial to those ending their academic training and needing work experience to better match to employer needs. WI VR also partners with business in specific employer led training programs such as Project Search and Walgreens REDI. In addition, WI VR also has collaborated with business to provide paid internships for the summer months for students with disabilities still in high school. There are locally developed programs in each WDA to provide PETS services in connection with paid work opportunities.

h. Interagency Cooperation

Describe how the designated State unit will collaborate with the State agency responsible for administering each of the following programs to develop opportunities for competitive integrated employment, to the greatest extent practicable:

1. the State Medicaid plan under title XIX of the Social Security Act;

DVR has a tri-agency Interagency Agreement that defines necessary relationships, policies and procedures between the DVR, and the Departments of Public Instruction (DPI) and Health Services (DHS). The agreement is designed to create common understanding, and establish collaborative efforts regarding services that will ultimately improve employment outcomes for students with disabilities who may be eligible for DVR services. This interagency agreement has been revised from the July 2007 interagency agreement to now focus on both students with disabilities transitioning from high school as well as adults with disabilities, who have an expectation for integrated competitive employment. The three agencies also jointly developed a Transition Action Guide (TAG) which puts the agreement into practice. The agreement and the TAG have been modified to reflect best practices associated with increasing employment opportunities for people with cognitive and/or physical disabilities who also have challenges with mental health. The agreement and TAG are published on the DVR public website. The three agencies have updated these agreements to reflect on-going projects that have enriched and deepened our relationship, understanding and program evolution. The updated agreements allow for an on-going vehicle that best reflects the updated procedures, policies and protocols established to serve youth eligible for DVR services.

Financial responsibilities of each State Agency providing employment services

When there is overlap of educational goals and employment/rehabilitation goals and services, a cost sharing arrangement may be negotiated between DVR, the school district, and Long-Term Care and/or Mental Health programs. To know who will pay for a service, all parties must be involved in transition planning in order to make a determination about appropriate services.

The following are general guidelines to help understand how decisions can be made under the DVR/DPI/DHS interagency agreement.

Test 1 – Will the service help to achieve the educational goal of the IEP? If yes, the school is primarily responsible for the service.

Test 2 – Will the service help to achieve the employment goal of the IPE? If yes, DVR is primarily responsible for the service.

Test 3 – If the same service appears on both the IEP and IPE, the school and DVR are responsible for negotiating a cost sharing arrangement (conflicts between schools and DVR are to be resolved utilizing the process outlined in the DPI/DVR/DHS Interagency Agreement).

Test 4 – If the student is over 18 and eligible for Medicaid long-term care services and supports, and chooses to enroll in a Long-Term Care and/or Mental Health program, the three agencies are responsible for negotiating a cost sharing arrangement to determine resources for each individual's situation. (Conflicts between agencies are to be resolved utilizing the process outlined in the DPI/DVR/DHS Interagency Agreement.)

Staff of all three potential funding sources (i.e., DVR, DPI and DHS) are trained in the use of this decision making process.

Wisconsin Interagency Collaboration Projects and Teams

Wisconsin Community of Practice on Transition

The Wisconsin Community of Practice on Transition is an interagency collaboration that includes partners from DVR, Department of Public Instruction (DPI), Department of Health Services (DHS), Board for People with Developmental Disabilities (BPDD), Wisconsin Family Assistance Center for Education, Training & Supports (WI FACETS), Wisconsin State Parent Education Initiative (WSPEI), UW Waisman Center, WI Technical Colleges and Parents. The mission of the collaboration is to bring stakeholders together to impact policies, practices and outcomes for youth with disabilities in transition to adult life. The strategic plan for 2015–2016 includes a focus on the County Communities on Transition (CCoT's) to create local relationships between schools, DVR service providers and employers to improve the outcomes of youth with disabilities transitioning from high school to employment.

Wisconsin Promise

The PROMISE initiative is a research and demonstration project that is intended to improve services for youth SSI (Social Security Supplemental Security Income) recipients and their families. The services help youth recipients achieve better outcomes, including graduating from high school ready for college and a career, completing postsecondary education and job training, and obtaining competitive employment in an integrated setting. As a result, these youth SSI recipients can achieve

long-term reductions in reliance on SSI. Wisconsin is one of six sites participating in the demonstration.

DVR has hired counselors that have a caseload that consists exclusively of Promise youth. These counselors are using specific evidence based practices and rapid engagement services to most effectively serve youth in transition starting at age 14. WI DVR is already using the lessons learned from WI Promise to improve the transition services we offer to our youth.

Wisconsin Promise will help youth and their families meet their school and work goals in order to better their income and financial stability, reducing poverty.

2. the State agency responsible for providing services for individuals with developmental disabilities; and

See Above.

3. the State agency responsible for providing mental health services.

See Above.

i. Comprehensive System of Personnel Development; Data System on Personnel and Personnel Development

(Formerly known as Attachment 4.10)). Describe the designated State agency's procedures and activities to establish and maintain a comprehensive system of personnel development designed to ensure an adequate supply of qualified State rehabilitation professional and paraprofessional personnel for the designated State unit, including the following:

1. Data System on Personnel and Personnel Development

A. Qualified Personnel Needs.

Describe the development and maintenance of a system for collecting and analyzing on an annual basis data on qualified personnel needs with respect to:

i. the number of personnel who are employed by the State agency in the provision of VR services in relation to the number of individuals served, broken down by personnel category;

The DVR tracks and maintains staffing information by classification, vacancy rate and information to determine the statewide deployment of positions based on census population data. This information is updated regularly and reviewed at least quarterly.

The DVR has taken action to ensure sufficient staff to serve the caseload based on the projected number of consumers with active individualized employment plans (IPEs). Throughout the period governed by the WIOA State Plan, the statewide average of active IPEs will not be more than 100 per counselor, recognizing that the average case work activity includes an additional 20–25% of consumers in applicant and plan development status.

Eligibility Pilot: Beginning in 2015, DVR contracted with the University of Wisconsin–Stout Vocational Rehabilitation Institute (SVRI) for an eligibility review process, authorizing SVRI to collect and make recommendations to appropriate DVR staff for eligibility and OOS determinations. This pilot is anticipated to free up to 15% of the counselor’s time to refocus on direct consumer employment plan activities. This pilot, therefore, anticipates that additional staff will be retained who experience "case burnout" from process activities. The data in Table 1 shows the number of permanent authorized FTEs by personnel category and the current vacancies in each category as of April 2014. However, we anticipate a vacancy rate of 5% during the 5 year projection period, (combination of past and current budget instructions). DVR anticipates maintaining adequate resources both in fiscal and staff resources to ensure a sustainable caseload. In December 2013, Act 58 provided funding for 9 additional VR Counselor positions.

Table 1

Row	Job Title	Total positions	Projected vacancies over the next 5 years
1	VR Counselor	196	10
2	Consumer Case Coordinator	69	3
3	Field Managers/Supervisors	25	1
4	Central Office Senior Leadership/Managers	7	3
5	Central Office Staff Support	25	1
6	Total	322	18

DVR will continue to maintain an average employment plan caseload of 16,500, not to exceed 17,000, during FFY 2016–20. During the 5 year caseload projection period, the counselor caseload ratio should continue to comply with the DVR’s goal of not more than 100 consumers with active IPEs per counselor per month, recognizing that another 20–25% are individuals in applicant or plan development

ii. the number of personnel currently needed by the State agency to provide VR services, broken down by personnel category; and

See Above.

iii. projections of the number of personnel, broken down by personnel category, who will be needed by the State agency to provide VR services in 5 years based on projections of the number of individuals to be served, including individuals

with significant disabilities, the number of personnel expected to retire or leave the field, and other relevant factors.

See Above.

B. Personnel Development

Describe the development and maintenance of a system for collecting and analyzing on an annual basis data on personnel development with respect to:

i. a list of the institutions of higher education in the State that are preparing VR professionals, by type of program;

The Wisconsin Department of Safety and Professional Services (DSPS) issues licenses for professional counselors, including vocational rehabilitation counselors. There are currently two Institutions of Higher Education (IHE) in Wisconsin that maintain Council on Rehabilitation Education (CORE) accreditation and are recognized by the DSPS. These are the University of Wisconsin – Madison and the University of Wisconsin – Stout, which offers campus-based and distance learning master's level programs.

There are two state university counselor preparation programs accredited by the Council for Accreditation of Counseling and Related Educational Programs (CACREP) that are also recognized by the DSPS and that matriculate graduate level students in general counseling and related areas. The University of Wisconsin campuses at Oshkosh and Whitewater have CACREP accredited programs.

The DSPS also recognizes and posts on its website other pre-approved graduate degree programs that meet General Counseling equivalency standards for licensure in Wisconsin. Licensed Professional Counselors (LPC) in Wisconsin must complete a minimum of thirty hours of continuing education hours every two years out of which four hours must be in the area of Boundaries and Ethics. The DSPS website is: <http://dsps.wi.gov/Home> .

DVR has also contracted for additional on-line continuing education opportunities, including training relating to counselor ethics.

ii. the number of students enrolled at each of those institutions, broken down by type of program; and

The University of Wisconsin – Madison Rehabilitation Psychology Graduate Program reported 21 students currently enrolled in their master's degree program. The University of Wisconsin– Stout indicated a total of 71 students currently enrolled in the master's degree program in Vocational Rehabilitation Counseling for the academic year.

The University of Wisconsin – Oshkosh reported a total of 85 students currently enrolled in the three tracks of Community Counseling, School Counseling and Student Affairs. The University of Wisconsin– Whitewater's enrollment for the current school year is 120 students enrolled in Community Counseling, School Counseling and Higher Education areas of emphasis.

iii. the number of students who graduated during the prior year from each of these institutions with certification or licensure, or with the credentials for

certification or licensure, broken down by the personnel category for which they have received, or have the credentials to receive, certification or licensure.

The DVR maintains information on universities from which new counselor hires graduate.

Graduates of the two CORE campuses (Madison and Stout) are eligible for or will have earned CRC certification and eligibility for the Licensed Professional Counselor (LPC) in the State of Wisconsin.

The University of Wisconsin–Madison graduated 27 Rehabilitation Psychology students in the master’s program for academic year. The University of Wisconsin–Stout reported 25 students annually graduating from their MS VR program. All graduates are eligible to apply for the CRC and or LPC training certificate. 18 students are projected to graduate from the UW Stout MS VR program annually and 33 are projected to graduate from the program annually.

The University of Wisconsin–Oshkosh reported 8 annual graduates for the school year that will be eligible to receive CRC or professional counselor–in–training licensure, with 3 of those graduating from the Community Counseling program. UW Whitewater reported a total of 28 students graduating annually from their counseling graduate programs of which 14 were from the Community Counseling program and eligible to seek counselor–in–training licensure, and 12 graduates in School Counseling able to seek licensure as school counselors.

Students who graduate from counseling programs that are not pre–approved by the Department of Safety and Professional Services must have their educational course work reviewed individually by the Department of Safety and Professional Services prior to issuance of a license or in–training license.

Summary data for the four university counselor preparation programs is in Table 2 by number of graduates for (to provide an annual snapshot) 2012–2013 school year and enrollments for the 2013–2014 school year.

Table 2

Row	Institutions	Students enrolled	Employees sponsored by agency and/or RSA	Graduates sponsored by agency and/or RSA	Graduates from the previous year
1	University of Wisconsin – Madison Rehab Psych	21	NA	NA	27
2	University of Wisconsin – Stout MS VR Program	71	NA	NA	25
3	University of Wisconsin – Oshkosh Community Counseling School Counseling	32 38	NA	NA	3 4

	Student Affairs	15			1
4	University of Wisconsin-Whitewater	55	NA	NA	14
	Community Counseling	47			
	School Counseling	18			
	Higher Education				

2. Plan for Recruitment, Preparation and Retention of Qualified Personnel

Describe the development and implementation of a plan to address the current and projected needs for qualified personnel including, the coordination and facilitation of efforts between the designated State unit and institutions of higher education and professional associations to recruit, prepare, and retain personnel who are qualified, including personnel from minority backgrounds and personnel who are individuals with disabilities.

The DVR uses various methods to regularly monitor and plan for the recruitment, preparation, and retention of qualified personnel to meet caseload obligations.

Examples of these tools are: • Caseload Projection Table (Monthly) • Division of Vocational Rehabilitation (DVR) Staff Resources Analysis with current census data (updated as vacancies occur) • DVR Staff Vacancy Report (updated as vacancies occur) • Bureau of Consumer Services (BCS) staff resources allocation goals by county (updated quarterly)

In addition, Human Resource staff track annual hiring data based on the number of professional counselor hires by their school of graduation.

Allocation of staff by classification is done in a manner proportionate to the demographic area they cover. Each geographic area or Workforce Development Area (WDA) is allocated the same percentage of staff assigned to cover it as is represented by the population base in that area compared to the statewide population. For the past several years, as positions are filled, the DVR has realigned the staff complement of an area to meet the staffing plan requirements for Counselor and Case Coordinator positions. The plan includes a minimum level of administrative staffing in the Central Office to maximize ability to meet resource needs in the field. Following a multi-year 40% reduction in central administration and supervisory staff, the central administration staffing allocation is 10% and field supervision staffing is 9% for a combined 19% allocation for non-direct services.

In its recruitment materials and practices, DVR requires that applicants for vocational rehabilitation counselor positions meet the standards for employment as specified in the Wisconsin State licensure statutes. Only applicants who meet the hiring standards are interviewed and hired. For example, during FFY15, the DVR developed and used recruitment material focused on opportunities in Wisconsin for Licensed Professional Counselors. Entry level VR Counselors must have a valid "Licensed Professional Counselor" or "Licensed Professional Counselor in Training" credential from the Wisconsin Department of Regulation and Licensing before they start employment with the agency. This is a State requirement for those who practice as Professional Counselors.

The DVR holds a seat on the Wisconsin State License Review Board and the DVR review board member clarifies and promotes the interests and needs of the DVR for recruitment, preparation and retention of qualified staff.

The DVR's hiring plan includes coordination of job announcement postings with diverse entities in the state, including partners in the One-stop system, professional organizations and accredited university programs. DVR actively recruits rehabilitation counselor graduate school students for internships with the agency throughout the school year, and provides student practicum sites. Several of the VR Counselor In-Training hires have been past interns or practicum students. The DVR seeks to attract candidates from other states as part of its hiring strategies. For internships, the DVR will continue to target University programs that attract a high complement of diverse students, including individuals with disabilities.

Job announcements are posted with various media serving minority groups and advertised across partners in the One-stop system, some of whom specialize in services to target groups. The DVR has had success in outreach recruitment efforts resulting in an increase in the number of qualified minority applicants.

The DVR regularly evaluates and modifies its recruitment efforts and in-service training plan to ensure that all personnel, in particular vocational rehabilitation counselors, meet the highest requirements of the State applicable to their job classification. Retention of staff is a key element of succession planning, and DVR management regularly reviews and updates its succession plan.

DVR recently added a new VRC classification: VRC Advanced. This classification addresses senior VRCs who offer mentoring; provide clinical supervision, as well as other duties. DVR has a target to hire 20 VRC Advanced positions as openings become available. These positions are allocated based on staff distribution throughout the state. These are not additional positions but are conversions of current VR Counselor positions. In FFY 16, DVR is expected to complete its recruitment for these positions.

DVR must also turn its attention to retention of new staff that often receive their initial employment with VR but often are being recruited away to other institutions for higher salaries. DVR senior leaders will work with the department's human resources staff to focus on retention efforts that will adequately compensate and reflect VR experience for compensation adjustment. DVR leaders will also look for additional tools that augment compensation packages that also address retention efforts.

3. Personnel Standards

Describe the State agency's policies and procedures for the establishment and maintenance of personnel standards consistent with section 101(a)(7)(B) and 34 CFR 361.18(c) to ensure that designated State unit professional and paraprofessional personnel are adequately trained and prepared, including:

A. standards that are consistent with any national or State-approved or -recognized certification, licensing, registration, or other comparable requirements that apply to the profession or discipline in which such personnel are providing VR services; and

The personnel standards for vocational rehabilitation counselors in Wisconsin are established upon the highest requirement in the State, Chapter 457 of the Wisconsin State statutes licensure

requirements for the title of "Professional Counselor". Under these rules, individuals who practice professional counseling must have a state license or hold a temporary license or training certificate. Counselors must have a master's degree in rehabilitation counseling or closely related fields, 3,000 hours of post master's degree clinical supervision, pass the National Board for Certified Counselors (NBCC) exam or the Commission on Rehabilitation Counselor Certification (CRCC) exam, and pass the Wisconsin licensure examination. This is the state personnel standard which exceeds the national standard.

All VR Counselors employed by DVR since May 1992 meet the State required standards for licensure as a condition of employment, including continuing education requirements which all licensed Professional Counselors must maintain, including requirements for courses in professional counselor ethics and boundaries. Opportunity for continuing education is open to all professional rehabilitation counselor staff.

Personnel standards for paraprofessional staff are established by the DVR and the State of Wisconsin. Paraprofessional staffs are required to take and pass an online exam consistent with classification requirements. Opportunity for continuing education courses is open to all paraprofessional staff in addition to the professional rehabilitation counselor staff.

The DVR provides and requires that all newly hired staff participate in a comprehensive orientation and training program that occurs early in his/her employment.

B. the establishment and maintenance of education and experience requirements, in accordance with section 101(a)(7)(B)(ii) of the Rehabilitation Act, to ensure that the personnel have a 21st century understanding of the evolving labor force and the needs of individuals with disabilities.

See Above.

4. Staff Development.

Describe the State agency's policies, procedures, and activities to ensure that, consistent with section 101(a)(7)(C) of the Rehabilitation Act, all personnel employed by the designated State unit receive appropriate and adequate training in terms of:

A. System of staff development

a system of staff development for professionals and paraprofessionals within the designated State unit, particularly with respect to assessment, vocational counseling, job placement, and rehabilitation technology, including training implemented in coordination with entities carrying out State programs under section 4 of the Assistive Technology Act of 1998; and

The educational needs for DVR personnel are determined based on input from several different sources. These sources include but are not limited to: • RSA regulatory language (34CFR Part 361) • Wisconsin Statutes and Administrative Code (Wisconsin Department of Safety and Professional Services) • Comprehensive Training Needs Assessment • Professional State Councils, (e.g., Wisconsin Rehabilitation Council), and • Individual Performance Reviews

The DVR conducts a comprehensive training needs assessment every three years using a survey instrument administered by WDVR. The Department of Workforce Development (the DSA) also

conducts staff training needs assessment and offers training based on this evaluation. The DVR obtains input on training needs from various State Councils and organizations, primarily the state rehabilitation council (WRC) and Rehabilitation for Wisconsin (RFW). Computerized training records are kept for each employee. Annual employee “goals and accomplishment reviews” (GARS) are conducted by management with each employee. The individual reviews help the DVR identify where additional training is needed, and for which staff.

Wisconsin statutes and administrative code outline specific training needs based upon licensure requirements for vocational rehabilitation counselors, in order to practice in the State of Wisconsin. The Division maintains a membership with the Commission on Rehabilitation Counselor Certification (CRCC), which allows the awarding of continuing education hours to staff at no cost to the staff member. Continuing education hours are essential to the counselors to maintain State licensure. DVR may direct the employee to attend training, providing all expenses are paid.

To minimize staff turnover and promote leadership development, all staff are encouraged, and as appropriate, funded to participate in capacity building training activities. In addition, DVR provides training to statewide management staff at bi-monthly meetings. Through a paid annual application to Commission on Rehabilitation Counselor Certification (CRCC), the Division is granted the ability to pre-approve continuing education hours for participants in training programs it conducts or coordinates. The DVR has consolidated New Employee Orientation and Comprehensive Staff Training into one multi-day training event entitled Comprehensive New Staff Training. This training program examines the DVR process from point of referral and application through closure/follow-along. The program also incorporates material on rehabilitation technology resources, effective counseling and assessment practices, and other key components for successful rehabilitation outcomes. Staff with various positions participate in designing and updating the training curriculum and content presentations, and are involved in delivering the training. The comprehensive staff training program brings a mix of staff classifications together in one group upon hire or soon thereafter, as a means to increase the consistency in how VR services are delivered throughout the DVR.

Paraprofessional staff are jointly and individually mentored on case management and related VR services in accordance with their job descriptions and performance expectations. The DVR continues to assure all professional staff understand and are trained to meet job description performance standards.

DVR utilizes statewide or bi-regional meetings to provide staff training on DVR policy and processes as well as collaboration, motivational interviewing, and wellness. DVR will continue to provide these all staff opportunities dependent on staff time and funding resources as part of a professional development program.

Specific attention will continue to updating and incorporating vocational counseling, job placement; rehabilitation technology and assessment tools and practices into the training curriculum. The DVR collaborates with UW-Stout and Independent Living Centers to offer Assistive Technology training to DVR consumers and staff at venues across the state. The DVR will continue to emphasize use of rehabilitation technology services and resources in presentations to professional and paraprofessional staff. To identify and access training material (including online formats) available from a variety of Wisconsin resources as well as other VR agencies. The DVR will continue to seek resources from RSA through its technical assistance offerings as needed.

DVR participated in a research study, which looked at Motivational Interviewing skills and how those skills impact the relationship between consumers and the VR counselor. This study was sponsored by TACE5 and supported by University of Wisconsin Madison and several private consultants. Since

FFY 2013 over 188 counselors, 27 DVR supervisors and several Central Office Staff were trained. The results of this research have shown Motivational Interviewing to be very promising and DVR will continue to provide training as both a professional development tool as well as a counselor retention effort.

DVR has partners with the Promise Grant to expand training in "trauma-informed care" and reviewing additional opportunities to add to new and continuing staff training. More training will also be provided to advance "rapid engagement" with consumers to ensure a better and faster attachment to the labor force using techniques such as those demonstrated through IPS. This should also ensure smaller caseloads for counselors.

In addition, new supervisors are required to attend supervisory trainings offered by the Wisconsin Office of State Employment Relations. DVR has implemented training targeted at staff which has demonstrated supervisory skills which may play an important role when future manager positions open. Staff members are selectively sponsored for advanced management and leadership training through WI Enterprise Management Development Academy. Over the past several years DVR has also supported sending 1-2 managers/year to attend the National Rehabilitation Leadership Institute. In addition, the DVR provides on-going training for all managers at supervisory administrative meetings.

B. Acquisition and dissemination of significant knowledge

procedures for the acquisition and dissemination of significant knowledge from research and other sources to designated State unit professionals and paraprofessionals.

The DVR developed a system, called the Information Center that provides access to VR regulatory and program policy information on key issues and topics of relevance to program staff, consumers, and the general public. This online resource promotes consumer informed choice and ready access to key VR information for staff in the remotest of locations. The Information Center includes VR federal and state requirements and rules, policy interpretations, procedures, guidance information and informational items in user-friendly Question & Answer formats. A web search feature is available. The Information Center cross-references and indexes all the policies, directives and related guidance affecting the vocational rehabilitation program. Before posting to the DVR website and the Information Center, DVR policy and written guidance pieces are reviewed and approved by the DVR's Policy Academy and the DVR Senior leadership Team. The Policy Academy is composed of a cross section of professional and paraprofessional staff, as well as management staff. VR policy analyst staff review and revise the material to keep it up-to-date and correct. The Information Center link is: <http://dwd.wisconsin.gov/dvr/infocenter/default.htm>

There are two full-time VR policy analysts who provide ongoing technical assistance, consultation and training to statewide staff on issues of service delivery as mandated by the Rehabilitation Act. The policy analysts also develop guidance and best practices for staff by researching other state practices, conducting literature reviews, and researching state and federal laws.

The policy analysts also participate in the DVR's Policy Academy comprised of field representatives from each Workforce Development Area (WDAs) and DVR senior leadership. The purpose of the Policy Academy is to address and develop policy and guidance pieces and background information on topics pertinent to the practice of vocational rehabilitation in Wisconsin. Members of the Policy Academy take the information from these meetings back to their respective Workforce Development Areas (WDA) to disseminate to staff.

As a critical component of training, meetings are periodically scheduled for DVR WDA Directors and Supervisors during which various training topics are addressed. In a “train the trainer” model, WDA Directors and Supervisors are then responsible for training local field staff and recording the training event in the minutes of their WDA meetings.

A link to the National Clearinghouse of Rehabilitation Training Materials (NCRTM) website hosted by Utah State University is available from the DVR’s Training Opportunities web page. The NCRTM site includes a digital library with research and resource material as well as opportunities for continuing education credits online, etc. Information from the Clearinghouse is periodically brought to the attention of staff statewide. Staff can also access research information disseminated through teleconferences and webinars sponsored by the federal Rehabilitation Services Administration as well as the national network of disability research and training entities.

Research findings and promising techniques are shared with staff through the DVR’s Rehabilitation Resource newsletter, and introduced in staff trainings with an emphasis on translation to VR service delivery practice. The VR policy analysts contribute to research development and translation of research into program and policy changes. The comprehensive training program for new staff incorporates and translates research findings into effective VR practice.

Research findings are also utilized in project and grant development activities initiated by the DVR. One example is the use of data from research and other sources in the development of technical specifications for service provider agreements, transition, assistive technology and supported employment special projects. The DVR uses research findings to strengthen service quality efforts. These results are shared with the Policy Academy and other staff to inform agency changes and improvements. The DVR’s website contains links to pertinent research information and scheduled training opportunities from internal and external sources. Web training resources are updated and disseminated to staff through the DVR Rehabilitation Resource newsletter as well as via e–mailed communications.

In particular, continuing education opportunities relative to research findings are made available through the dissemination of published materials, and access to webinars and on–site training sponsored by leading Rehabilitation Research and Training Centers (RRTCs) such as the Virginia Commonwealth University RRTC on workplace supports and job retention, Mississippi RRTC on Blindness and Low Vision; The Institute for Community Inclusion VR RRTC, The Cornell RRTC on Disability demographics and statistics, and the Hunter College RRTC on Improving Employment Outcomes. In addition, the research and practice–based publications from the Institute on Rehabilitation Issues (IRI monographs) are shared with VR staff and management. DVR staffs also participate in training seminars and webinars sponsored by the Rehabilitation Services Administration.

The DVR will continue to emphasize the need to use and apply research when developing guidance, best practices, and staff trainings. When guidance and best practices are developed, they will continue to be vetted through the Policy Academy and disseminated to staff through various means including emails, staff and management meetings, inclusion on the DVR’s internal web site and in the current Information Center or updated version .As needed, specific staff training will also be developed and provided.

The DVR is also part of the PROMISE Grant initiative. The research findings and evidenced based practice will be shared with staff as a result of the grant.

5. Personnel to Address Individual Communication Needs

Describe how the designated State unit has personnel or obtains the services of other individuals who are able to communicate in appropriate modes of communication with or in the native language of applicants or eligible individuals who have limited English speaking ability.

The DVR maintains the ability to communicate with customers in their preferred mode using a variety of resources. Designated staffs maintain and coordinate foreign language translation and interpreter lists, including remote and on site CART services.

The DVR affirmatively recruits staff fluent in Spanish and American Sign Language. The DVR maintains relationships with providers for both oral and written translations in over 60 languages. Oral translations are available, on demand, via a telephone connection. Translations in Spanish and Hmong of the DVR's most frequently used publications and forms are available as print-on-demand from the public website. Audio-taped materials are available via a contracted provider. The DVR maintains in-house technology to prepare Brailled and large print materials.

6. Coordination of Personnel Development Under the Individuals with Disabilities Education Act

As appropriate, describe the procedures and activities to coordinate the designated State unit's comprehensive system of personnel development with personnel development under the Individuals with Disabilities Education Act.

The DVR updated the interagency agreement with the state's Department of Public Instruction (DPI) in December of 2010. The agreement also includes the Department of Health Services (DHS), Division of Long Term Care, Division of Mental Health and Substance Abuse Services, and Division of Public Health. This agreement describes the roles and responsibilities of the tri-agency state partnership which includes the DVR, DPI, and DHS with respect to supports and services to youth-in-transition from high school and adults with disabilities who have an expectation for integrated competitive employment.

A Transition Action Guide (TAG) is a guide for all stakeholders involved in the delivery of transition services and outlines the inter-agency team member roles, and responsibilities in the transition process. The TAG also includes effective practices, resources, and service information. As this document is used in practice, stakeholder feedback and suggestions are collected and updates are made.

To further support the interagency agreement and the TAG, the tri-agency partners have committed to participating in quarterly meetings to review information, provide updates and discuss and resolve issues. In addition, the interagency team will provide trainings to our respective staff throughout the state. The agreement and supporting documents continue to be shared by DVR staff at conferences for education professionals, vocational rehabilitation professionals, and long term support professionals. A DVR staff person will be a member of the planning committee of the annual statewide Rehabilitation & Transition Conference as part of the continued effort to educate stakeholders.

The DVR, DPI, and DHS will continue joint sponsorship of training events focused on improving transition and vocational rehabilitation services. In addition to the agreement-specific training, DVR staffs are encouraged to attend other transition-focused trainings to increase their knowledge of transition issues and processes. The DVR supports attendance of staff at the annual Wisconsin Transition Conference, Employment First, Transition Academy and the annual Rehabilitation and

Transition Conference, as a means to increase coordination of services and transition service delivery skills.

The DVR's Statewide Transition Action and Resource Team (START), consisting of one primary and one alternate representative from each of the 11 VR workforce development service areas, act as local transition experts and technical assistance resource. START members will continue to provide training, technical assistance and consultation to staff in their respective service areas. The team's goals also include improving individualized engagement of students with disabilities and their parents in the transition/ VR process as well as increasing engagement of schools in transition services. A continued focus for the START team will be to identify specific needs of DVR staff related to the provision of services to transition-aged youth and develop strategies and tools to address those needs.

The DVR will continue to designate a liaison counselor to each school identified by Wisconsin's Department of Public Instruction (DPI) as a referral source for DVR applicants. DVR liaison staff work with educators and parents in providing information related to the interagency agreement as well as information on DVR services.

j. Statewide Assessment

(Formerly known as Attachment 4.11(a)).

1. Provide an assessment of the rehabilitation needs of individuals with disabilities residing within the State, particularly the VR services needs of those:

A. with the most significant disabilities, including their need for supported employment services;

The Wisconsin Division of Vocational Rehabilitation (DVR) conducts an annual update to the statewide assessment of the rehabilitation (and other) needs of individuals with disabilities residing in the state. The comprehensive statewide assessment process also includes an annual review of Wisconsin disability statistics, DVR customer and service federal report data, and public comment and input provided to the Wisconsin Rehabilitation Council (WRC) throughout the year. DVR also receives input during public hearings conducted by DVR and WRC on a quarterly basis for service delivery or as part of the State Plan efforts. DVR has instituted a broader public hearing process, utilizing video conferencing equipment available throughout the 11 regions of Wisconsin. Residents throughout the state would be within easy travel distance to the 11 sites to provide testimony in person, via video conferencing equipment, connecting to the central site located in the Wisconsin capital city. This has provided broader input from service providers, consumers and family members to comment and provide feedback on DVR services and policies.

The DVR and the Wisconsin Rehabilitation Council (WRC) will continue to work cooperatively in this process. The identified rehabilitation needs of individuals with disabilities are discussed with the full council. The DVR and WRC identify and prioritize the rehabilitation needs and develop DVR systemic and service delivery goals to address the needs.

The WRC also continues to use feedback received from the customer satisfaction survey conducted every 2 years of individuals closed in the previous calendar year and information from previous focus groups for process improvements and quality assurance.

Since FFY 08 and continuing through FFY 16, individuals with a “most significant disability” received service immediately upon their eligibility. Since January of 2015, there has been no wait for individuals with a “significant disability”. With the new federally required emphasis on youth and the requirement to engage in outreach to individuals in center-based services, DVR will continue to monitor the Order of Selection waiting list to insure that already active DVR job seekers have access to the DVR services that will assist them in reaching their employment goals.

Due to the expanded availability of Medicaid-funded long-term employment support services and the updated Wisconsin Medicaid Waiver policies emphasizing integrated community employment opportunities, the DVR anticipates a continued increase in demand during for supported employment referrals, placements and services. The DVR supported employment, long-term employment supports service planning, and coordination efforts are described in state plan attachments describing supported employment services and funding. Wisconsin DVR continues to address the needs identified in the previous plan and have maintained them as priorities for this State Plan period. They are:

- Long-term support for people who do not qualify for these supports based on IQ – for example, people diagnosed with autism or mental illness.
- Improved job coaching so that coaching can fade in a reasonable and timely way.
- Development of a mentor system for work place role models
- Ability to address basic needs before or during rehabilitation e.g. food shelter, basic medical care.
- Improved use of appropriate work skills evaluation tools
- Support of business community for developing a work environment friendly to individuals with disabilities, e.g. need for part time employment, preservation of benefits, flexibility, volunteer work.
- Support of wrap around services not just on the job, e.g. transportation.
- Need to change the long term support system to a managed care approach to retain and expand funding for long-term supported employment services
- Need to orient the long term care system toward a “money follows the person” approach
- Development of natural supports, in lieu of funded long-term extended services
- Expansion of peer support specialists for individuals with mental illness.
- Informational services regarding various options and programs for families.
- More and better targeted career information to address the attitude that there are no jobs that persons with disabilities can do
- Increased need for soft skill preparation to expand employment opportunities
- Increased education for business community re: the business benefits of hiring our consumers
- Expanded work incentives and increased access to benefits advisement
- Need for expanded work incentive demonstrations to more fully address the number of consumers experiencing disincentive to full employment (e.g., SSDI \$2/\$1 benefit offset and “Making Work Pay” cost-share demonstration)
- DVR Administrator to continue to provide quarterly updates on the wait list numbers to the Council as recommended.
- DVR develop methods to increase consumer awareness of work incentives and Partnership Plus options and evaluate the impact on outcomes for SSI/DI recipients as the WRC recommended through their observation that employment outcomes for SSI/DI recipients appear to have lower earnings and hours than the general VR population.
- Exploration of STEM careers for specialized disability types, such as Autism, for specialized training.

B. who are minorities;

Specific needs identified include:

- Provide training to all VR staff in multicultural awareness;
- Increase VRC expertise to address cross cultural needs;
- Develop awareness in staff of socio-economic issues that are interfering with a person's ability to stay engaged;
- Develop better methods to identify issues preventing involvement and make appropriate referrals to community resources to consider these issues to increase engagement of individuals in the VR process;
- Culturally competent mental health counseling;
- More Spanish speaking VR and employment and training staff;
- Develop common protocols for employers to address language barriers;
- Develop cooperative programming with the

Welfare-to-Work (W-2) staff to address individuals with disabilities (usually in the W-2 Transition program) in the W-2 system – the majority of which are individuals of African-American heritage; • Transportation to jobs in suburbs; • Skills training to prepare for specific occupations ; • Increased outreach and availability of VR services in areas of the state with the largest concentrations of African-Americans; • Conduct outreach to recruit potential eligible consumers – e.g. Hmong, Native American; • For individuals who are Hmong, develop closer working relationships with their clan system to educate clan leaders regarding the VR program, eligibility requirements and services (need permissions for many things: medical evaluations, type of work, etc.); • Address learning the job through job coaching provided by a Hmong person; • Build better understanding between employer and employee through mentoring provided by a Hmong person; • Increase coordination of VR services between the tribal VR agency and DVR, targeting Native Americans not living on or near reservations; • Use of post-employment services for retention needs; • Develop mentoring services related to crime/poverty to support employment efforts e.g. African American, Native American, Hmong (with specific beliefs or different tribes), and Hmong with their clan structure; and, • Increase the service rate for minorities as it does not meet the national standard.

C. who have been unserved or underserved by the VR program;

Under the new federal law, DVR is developing outreach strategies to combine the needs of students with disabilities and those that might have been previously referred from schools to center-based services, rather than to DVR for career and employment needs. DVR believes this new focus will dramatically change the consumers served moving forward into the near future.

DVR, working with the Department of Public Instruction (DPI), the DWD-Equal Rights Division who administers the subminimum wage licenses and reviewing federal reports has identified the following targeted opportunities for DVR outreach:

- In-school Youth: Approximately 35,000 students
- Subminimum Wage: 9000 individuals
- Subminimum Wage and Child Labor Permit (under 18 yrs): 1000 youth
- With this new targeted information, DVR will work with education and long term care agencies to operationalize new federally mandated requirements to engage in direct outreach to these individuals.
- Individuals on OOS Waiting List – DVR has addressed the wait list so that in FFY 15 individuals with a most significant disability will continue to be immediately activated. DVR anticipates that individuals with a significant disability will also have no wait for FFY 2015, assuming that our current funding and staffing levels remain the same and that the cost of services change remains at 2% over FFY 2015.
- Reduce the wait list.
- Felons with disabilities.
- Transition students and their families do not recognize the importance of early DVR involvement.
- Transient or homeless population – inability to contact if no phone or home.
- Long-term support for individuals with mental illness.
- People with AODA issues.
- Study job retention – 1, 2, years out.
- Transportation – public and private.
- Caregiver reimbursement.
- People unemployed or laid-off due to recession.
- Older adult workers.
- Minority populations in general.

D. who have been served through other components of the statewide workforce development system; and

- Increase partnerships with the statewide workforce investment system to develop innovative programs to serve common customers. With the economic downturn, there has been increased funding for dislocated workers and other general workforce populations.
- Ongoing training of job center staff on disability sensitivity issues. The elimination of the Navigator program will affect DVR's need to provide ongoing training to job center staff.
- Continued efforts to coordinate the efforts of different government agencies with very different rules and expectations for participation. An individual facing parenting responsibilities, poverty, and disability issues needs to work with agencies

that can coordinate their efforts. • Cooperation with job center network is valuable to consumers who can work on certain aspects of their job search independently. • Need for basic computer skills by consumers to use all resources available. This need has been identified as well in the workforce system. Individuals engaged in manufacturing throughout their career and now attempt to change careers are faced with a skill deficit in use of computers. • Job readiness classes that focus on how to communicate skills and address their disability to the employer. • Improve work needs assessment before referring to general programs for employment search. • Provide expertise for tools that advance talent match between business and DWD (i.e. Talent Acquisition Portal). • Increase job openings on the system • Continue to expand partnerships and encourage coordination of services • Development of new ways to provide for job creation or to incentivize employers • Work cooperatively to remove stigmas in the workplace. • Use of Customized Employment when appropriate.

E. who are youth with disabilities and students with disabilities, including, as appropriate, their need for pre-employment transition services or other transition services.

2. Identify the need to establish, develop, or improve community rehabilitation programs within the State; and

In Wisconsin, the VR program works with many service providers including community rehabilitation programs. WI VR will continue work in the following areas to improve services to consumers in partnership with all DVR providers:

- Development of more community-based work alternatives.
- Focus on integration and an alternative to center-based services.
- DVR should develop expertise locally of how to best utilize CRP services.
- Enhance current programs to be more culturally sensitive before developing more programs.
- Work with providers and CRP to help them increase their capacity to develop new types of services.
- Develop community outreach to other local and neighborhood agencies, centers, clinics, union centers, schools, employers, other social service agencies as potential providers.
- Tracking satisfaction and outcome of VR vendors and service providers, as recommended by WRC
- Use of trauma informed care practices and multicultural awareness techniques.
- Connect and coordinate Federal 503 activities for increased hiring of people with disabilities with federal contractors.

With Wisconsin's USDOE Promise Grant, many of the resources mapped out for family services will now be available for DVR staff to also use for referral to other service that address the non-DVR needs of consumers. This important effort will be on going throughout the life of the grant but will be maintained by DVR staff upon the grant's completion. DVR is pursuing a partnership with the University of Wisconsin Graduate School for Public Policy to do quality reviews that research consumer service delivery, especially those of minority populations and those living in poverty.

The DVR is collaborating with the Board for People with Development Disabilities to pursue expansion of service providers, especially those that focus on youth, supported employment and job development for increased service provider capacity. Additionally, DVR has reached out to the Wisconsin Rehabilitation Association to encourage training development for increased service provider capacity.

3. Include an assessment of the needs of individuals with disabilities for transition career services and pre-employment transition services, and the extent to which such services are coordinated with transition services provided under the Individuals with Disabilities Education Act .

DVR has identified 35,000 students in the Wisconsin public school systems that are eligible for vocational rehabilitation services. Additionally, through the Promise Grant we know that over 6,000 youth between the ages of 14–16 are receiving SSI and may or may not have an active IEP. Wisconsin, through its Promise Grant and supported employment experience, believes that targeting outreach to SSI and individuals with the most significant disabilities will allow for strategic niche for needed VR services and collaboration with the schools. DVR will continue to collaborate through the TAG and the active coordination of services with education and long-term care services.

k. Annual Estimates

(Formerly known as Attachment 4.11(b)). Describe:

1. The number of individuals in the State who are eligible for services;

ANNUAL ESTIMATES OF INDIVIDUALS TO BE SERVED AND COSTS OF SERVICES

1) Estimate of Number of Individuals in the State Eligible for VR Services:

The 2014 U.S. Census Bureau American Community Survey determined that the population of Wisconsin was 5,724,692, which was a 0.3% increase over the 2013 estimate. In 2014, there were an estimated 4,561,244 working-age residents 16 years and older.

The 2014 U.S. Census Bureau American Community Survey estimates reported 646,635 residents (civilian, non-institutionalized) with a disability equaling 11.4% of the total population.

The U.S. Census Bureau estimates for 2014 also reported the following demographic profile for the residents of the state:

- 86.3% were White; • 6.3% were Black or African American; • 4.1% were Hispanic (any race); • 2.6% were Asian; • 2.1% were multi-racial; • 0.9% were American Indian and Alaska Native; • Less than 0.1% were Native Hawaiian and Other Pacific Islander.

Among people of at least five years of age living in Wisconsin in 2014, 8.6% spoke a language at home other than English. Of this group, 37.5% reported speaking English less than “very well”. Of those speaking a language other than English at home, 52.7% spoke Spanish and 47.3% spoke some other language.

Additional disability and employment detail is available in the 2014 U.S. Census Bureau American Community Survey. An estimated 9.4% or 332,673 of Wisconsin’s total civilian, non-institutionalized population ages 18 to 64 years reported having a disability.

According to the Wisconsin Department of Public Instruction (DPI) website for the 2015-16 school year, child count figures from DPI, there were 118,417 students with disabilities served by public schools. While the number of persons potentially eligible for VR services is variable, our best

estimate is 212,543 individuals between the ages of 16 and 64. This combined number of unemployed and those out of the labor force who are disabled and were between the ages of 16 and 64 in 2014 according to U.S. Census estimates.

2) Number of Eligible Individuals Who Will Receive Services:

The DVR estimates that during FFY17 35,891 individuals with disabilities will apply for and/or receive services. Of those eligible individuals it is estimated that 3,114 will receive services under the Title VI-B supported employment program. Wisconsin is currently using an order of selection in accordance with section 5.3 of the State Plan and estimates 237 individuals on the waitlist for FFY17.

The following information explains the DVR estimated number of individuals to apply for and/or be served under each priority category within the OOS for FFY17.

Category: Most Significant

Estimated Number to be Served: (Includes Supported Employment estimate N= 2,332) 10,457

Estimated Title I or Title VI Funds: \$21,819,893

Category: Significant

Estimated Number to be Served: (Includes Supported Employment estimate N= 781) 22,626

Estimated Title I or Title VI Funds: \$40,302,476

Category: Other Eligible

Estimated Number to be Served: 187

Estimated Title I or Title VI Funds: \$74,027

Category: On OOS Wait List

Estimated Number: 237

Estimated Title I or Title VI Funds: \$5,358

Category: Applicants on Hand

Estimated Number: 1,342

Estimated Title I or Title VI Funds: \$6,316

Category: Applicants Closed From Application Status

Estimated Number: 1,044

Estimated Title I or Title VI Funds: \$40,062

Total Number 35,891

Total Title I or Title VI Funds \$62,248,132

3. Through FFY 17 the DVR counselor caseload ratio is projected to comply with the DVR's goal of not more than 100 consumers with active IPEs per counselor per month, recognizing that another 20-25% are individuals in applicant or plan development status.

The DVR will continue to manage its fiscal resources using the Order of Selection to ensure that all active Individualized Plans for Employment will continue to be fully supported throughout FFY17 and FFY18.

2. The number of eligible individuals who will receive services under:

A. The VR Program;

Wisconsin is currently using an order of selection in accordance with section 5.3 of the State Plan. The DVR estimates that during FFY15, 43,976 individuals with disabilities will apply for and/or receive services under the Title I-B basic VR services program, and 1,429 eligible individuals will receive services under the Title VI-B supported employment program.

The following table shows the DVR estimated number of individuals to apply for and/or be served under each priority category within the OOS for FFY15.

Category	Title I or Title VI Funds	Estimated Number to be Served	Average Cost of Services
Most Significant (includes Supported Employment estimate N=1,429)	\$17,816,000	10,172	\$1,751
Significant (includes Supported Employment estimate N=487)	\$33,134,000	27,810	\$1,191
Other Eligible	\$81,000	1,516	\$53
Pre OOS, Applicants on Hand and Those on OOS Wait List	\$54,000	4,478	\$12
Totals	\$51,085,000	43,976	\$1,096

B. The Supported Employment Program; and

See Above.

C. each priority category, if under an order of selection;

See Above.

3. The number of individuals who are eligible for VR services, but are not receiving such services due to an order of selection; and

DVR currently immediately serves individuals with the most significant disabilities (OOS Category 1) and individuals with significant disabilities (OOS Category 2) without placing them on a waiting list. All other eligible individuals (OOS Category 3) are currently placed on the OOS wait list and their wait time is indefinite. DVR anticipates that the number of individuals will remain on indefinitely.

4. The cost of services for the number of individuals estimated to be eligible for services. If under an order of selection, identify the cost of services for each priority category.

In FFY15 the estimated total case service expenditures – all funds including supported employment and Social Security Reimbursement Program Income funds, is currently estimated to be \$51.085 Million.

During FFY 15 the DVR's estimated need will be \$51.085 Million to serve the estimated 43,976 individuals that will apply for and/or receive services for one or more days of the fiscal year. The average employment plan service cost for a full year of service is projected to be \$3,345.

Through FFY 15 the DVR counselor caseload ratio is projected to comply with the DVR's goal of not more than 100 consumers with active IPEs per counselor per month, recognizing that another 20–25% are individuals in applicant or plan development status.

The DVR will continue to manage its fiscal resources using the Order of Selection to ensure that all active Individualized Plans for Employment will continue to be fully supported throughout FFY14 and FFY15.

I. State Goals and Priorities

The designated State unit must:

1. Identify if the goals and priorities were jointly developed

Identify if the goals and priorities were jointly developed and agreed to by the State VR agency and the State Rehabilitation Council, if the State has a Council, and jointly agreed to any revisions.

Overall Values:

DVR values:

- Enabling the individual with a disability to increase their self-sufficiency through education and employment;
- Community partners and collaborators who share the expectation to increase individual self-sufficiency through education and employment;
- Competent employees and colleagues who are knowledgeable in rehabilitation and committed to serving individuals with disabilities to increase their self-sufficiency and employment;
- DVR leaders who demonstrate the commitment, knowledge and experience to lead the program and employees to increase education and employment opportunities with persons with disabilities; and
- Sound fiscal and administrative practices that support all DVR personnel, community partners and individuals with disabilities to achieve self-sufficiency and employment.

To align with the requirements and performance expectations of the Rehabilitation Act and the implementing regulations, the DVR, in conjunction with the DSA (the Department of Workforce Development), the Governor, and the Wisconsin Rehabilitation Council (WRC) has developed annual goals and priorities that are consistent with the

provisions and requirements of section 106 of the Act and with the regulations found in 34 CFR, parts 361.80 through 361.89 and generally with the spirit and intent of WIOA.

DVR believes that all individuals that apply and seek assistance have the ability and desire to work. DVR commits itself to assisting disabled individuals with achieving dignity through work. Consistent with our mission, and our values, DVR, as expressed in public hearings and stakeholder feedback sessions, agrees that “employment first” reflects DVR’s core set of principles and practices that promote individualized planning and support for employment options for all disabled individuals and that it is the primary goal of our services.

The WRC assists the DVR in the preparation of the State Plan and amendments to the plan, applications, reports, needs assessments and evaluations required by the Rehabilitation Act and subsequent amendments.

The WRC has committees that assume duties assigned to the Council in the Rehabilitation Act. The WRC Evaluation Committee studies VR performance in serving specific groups of disabled individuals and reviews consumer satisfaction survey responses. The WRC Reports Committee develops the WRC Annual Report and assists with the development of the State Plan. The Executive Committee oversees the work of the Council and assures that Council functions and responsibilities are carried out.

The Council, as a whole, monitors DVR goals and priorities by reviewing service and fiscal data and the waiting list, and advising on systemic issues, such as how the DVR works with Job Centers and other state agencies. Based on its monitoring activities, the WRC provides on-going advice to the DVR on performance and service priorities. The DVR’s Policy Academy, a key body of direct services and management that meets monthly to shape policies around goals and priorities, includes a WRC liaison member.

2. Identify the goals and priorities in carrying out the VR and Supported Employment programs.

Priority 1: The DVR shall assist eligible individuals, including individuals with a significant disability, to obtain, maintain, or regain high quality employment.

Programmatic Goal 1: DVR will transition to a youth-focused, most significantly disabled caseload to ensure that all individuals with disabilities who want to work have the opportunities to share their talent with the community and businesses.

Programmatic Goal 2: DVR will transition to an outreach model to encourage students with disabilities to seek services and obtain the career and employment supports needed to help with their post-secondary employment success.

Programmatic Goal 3: Utilize evidence-based practices that advance the employment of individuals with the most significant disabilities needed additional supports.

Supported Employment services will include use of the IPS Career Profile in lieu of extensive assessment services. For those individuals that have not been successful, Customized Employment services will be utilized including Discovery.

Business relationships similar to the IPS model (Systematic Job Development) will be used as a strategy in supported employment job development.

Programmatic Goal 4: Provide targeted counseling to consumers dependent on public benefits that provide enriched information of the benefits of work. Use of Benefits Analysis services will be encouraged for all consumers in Supported Employment receiving benefits in order to address hesitations and foster economic independence and economic self-sufficiency. Youth will be encouraged to explore paid work options prior to an application for benefits.

Programmatic Goal 5: DVR will meet and exceed the expenditure requirement under WIOA requiring at least 50% of supported employment funds on youth with significant disabilities.

Supported Employment funds will be provided to youth with significant disabilities needing supported employment to utilize at least 10% of the budgetary required by WIOA. The remaining funds will be provided to adults with significant disabilities. It is expected that WI DVR will supplement the funds provided in the supported employment grant by a multiple of five. Historically the WI DVR program has used case aids to provide supported employment services to DVR consumers with a typical annual expenditure of just less than \$6.7 million in supported employment services. Use of systematic instruction principles will be piloted and if successful, will be incorporated into supports in Supported Employment. This strategy should assist in higher quality placements, a quicker and more successful transition to long-term supports, which should, in turn, address some capacity concerns in the long-term care system.

Programmatic Goal 6: DVR will collaborate with other partners, most importantly long-term care services, to provide a braided approach to working with individuals with the most significant disabilities needing additional employment supports.

DVR will continue to work collaboratively with the Department of Health Services to increase statewide supported employment resources. Efforts will focus on increasing access to Supported Employment Services as well as Long Term Employment Supports, and financial coordination of these services. DVR has collaborative relationships with The Division of Mental Health and Substance Abuse services that contract with counties and other entities for Mental Health services including Individual Placement and Support (via Medicaid waiver approved funds).

The Division of Long Term Care within the Department of Health Services uses a Managed Care approach to provide employment services to individuals with developmental and physical disabilities. This approach is undergoing some change in the administration of the program and some structural details are unknown, DVR has had and continues to expect a collaborative partnership with the Department of Health Services in pursuit of competitive integrated community based employment. DVR expects to be a partner in the development of comprehensive pre-vocational services with the Department of Health Services to provide a coordinated set of services to prepare individuals receiving center-based services for competitive, integrated work and further opportunities with DVR.

DVR conducts regular collaborative meetings and activity with sources of long-term support including managed care organizations, self-directed managed care and county programs to facilitate referrals, service coordination and increase outcomes.

Programmatic Goal 7: DVR will continue to operate its Business Services Initiative with 20 business service consultants working with regional workforce business service teams, conducting outreach to businesses to identify their talent needs, and offering technical assistance to workforce partners and businesses on ADA and accommodations for people with disabilities. Programmatic Goal 8: Increase temporary work, paid internship, and on-the-job training opportunities for job ready DVR consumers and for consumers who were transition age at application.

The goals also address the performance of the DVR on the federal VR program standards and indicators, on the WRC recommendations and the RSA annual reviews and periodic on-site monitoring of DVR's program.

3. Ensure that the goals and priorities are based on an analysis of the following areas:

DVR has assessed the population currently not attached to the labor force and have focused outreach and collaboration with providers and agencies that can assist DVR with providing opportunities to those individuals needing employment services.

DVR is also assisting our workforce partners with technical assistance to ensure that the general employment services are both programmatically and physically accessible to job seekers with disabilities.

A. The most recent comprehensive statewide assessment, including any updates;

See Above.

B. the State's performance under the performance accountability measures of section 116 of WIOA; and

WI DVR has had a successful employment service approach to its customers, both those seeking employment assistance and businesses needing employment talent, and feels confident that we will meet and exceed these measures. DVR over the last three performance years have greatly exceeded our employment goals. With added attention to retention and documenting credentials and skills, continue to feel confident of our future success under the new WIOA measures.

C. other available information on the operation and effectiveness of the VR program, including any reports received from the State Rehabilitation Council and finding and recommendations from monitoring activities conducted under section 107.

In 2015, an extensive effort was completed related to examining the needs of individuals who may need supported employment. WI DVR examined data provided by the Department of Public Instruction, data provided by the Equal Rights Division (administrator of one 14(c) program in Wisconsin), as well as other sources to determine the potential number of consumers that will potentially need supported employment services required under WIOA. The potential number of students with IEP's needing services is identified at 35,000 and the number of individuals currently served under just one of the 14(c) available subminimum wage certificates is 9,400 individuals. The current average caseload of total individuals served with an active IPE in Wisconsin is 16,000 individuals.

Changes to Supported Employment services are necessary to meet the higher number of individuals to be served under WIOA, to include customized employment and to reduce the level and time necessary for extended services, and to insure the sustainability and viability of the long-term care system and DVR's service provider network. The services available for supported employment and outcomes were analyzed and a number of internal and external stakeholder groups identified improvements. A workgroup of DVR staff and DHS staff reviewed the current technical specifications and identified improvements. In 2011, supported employment providers were asked to complete

surveys and share information about how services are provided to consumers related to hours, travel, length and type of services.

Services will be streamlined and provide lasting value and outcomes to the individuals served. WI DVR will pilot approaches, which will encourage rapid engagement, and improved support services encouraging natural supports, evidence based practices and a more rapid and sustainable transition to long term supports.

m. Order of Selection

Describe:

1. Whether the designated State unit will implement an order of selection. If so, describe:

A. The order to be followed in selecting eligible individuals to be provided VR services.

The Wisconsin Division of Vocational Rehabilitation implemented an Order of Selection within its VR program effective 12/5/1994. An updated process was approved by the Wisconsin Rehabilitation Council and was approved as part of Wisconsin's FFY 13 State Plan.

Based on a functional assessment in each of the seven areas of life functioning, eligible individuals are assessed according to the significance of their disability, as defined in the Rehabilitation Act, section 7(21)(A): ...the term "individual with a significant disability" means an individual with a disability – (i) Who has a severe physical or mental impairment which seriously limits one or more functional capacities (such as mobility, communication, self-care, self-direction, interpersonal skills, work tolerance, or work skills) in terms of an employment outcome; (ii) Whose vocational rehabilitation can be expected to require multiple services over an extended period of time; and (iii) Who has one or more physical or mental disabilities resulting from [list] ... or another disability ... to cause comparable substantial functional limitations.

DVR Policy on Order of Selection

At any time that DVR resources do not permit all eligible consumers to be served, an order of selection for services shall be implemented. First priority will be given to consumers with the most significant disabilities. Second priority shall be given to consumers with significant disabilities. Third priority will be given to other eligible consumers.

In FFY 13, DVR implemented a simpler, easier Order of Selection that was approved by the Wisconsin Rehabilitation Council.

Category 1: A consumer has a most significant disability if a mental or physical impairment exists that seriously limits four or more functional capacities in terms of an employment outcome and whose vocational rehabilitation requires multiple services over an extended period of time.

Category 2: A consumer has a significant disability if a mental or physical impairment exists that seriously limits one to three functional capacities in terms of an employment outcome and whose vocational rehabilitation requires multiple services over an extended period of time.

Category 3: Other eligible consumers who do not have a disability that seriously limits one or more functional capacities and may or may not require multiple services over an extended period of time.

Consumers currently on a waitlist will have the ability to have their current category placement reviewed and if limitations cause them to be categorized into a higher category, DVR will make the adjustment. No current consumer will be moved to a lower category.

B. The justification for the order.

Staff and Fiscal Resources:

In October 2004 (FFY05) a decision to assign all new applicants to the OOS wait list and not activate anyone from the list was made due to insufficient funding resources. As a result the number of applicants on the OOS wait list exceeded 13,000 by July, 2005 and significantly more eligible individuals were waitlisted than were being served by DVR.

In FFY06, with a significant increase in state match funds, wait list service invitations were issued and the monthly wait list numbers decreased significantly. By the beginning of FFY07, there was no wait for employment plan services for applicants with the most significant (category 1) and significant (category 2) disabilities and a short wait for applicants with non-significant disabilities.

During subsequent years, DVR has used available fiscal resources to maintain no wait for applicants with the most significant disabilities, a wait of several months for applicants with significant disabilities and an indefinite wait for those with non-significant disabilities. During FFY '10, human resources were limited and both the number of individuals waitlisted and the wait time increased due to staffing shortages. The DVR staffing shortages were mitigated during FFY11.

Since this time, DVR had sufficient staff and fiscal resources to maintain no wait for employment plan services for eligible applicants with the most significant disabilities, a wait period of no longer than 6 months for those with significant disabilities (as of 9-15-15 no wait for this category), and an indeterminate wait for services for applicants with non-significant disabilities.

C. The service and outcome goals.

During FFY14 DVR has been able maintain no wait for employment plans for applicants with the most significant disabilities and no wait period for individuals with significant disabilities as a result of 2013 Act 58 which provided DVR its full State Match and nine additional counseling positions. With this sufficient funding, and staffing, DVR anticipates the wait for employment plans for applicants with significant disabilities will continue to have no wait. DVR will keep the currently approved OOS plan in place for the foreseeable future.

D. The time within which these goals may be achieved for individuals in each priority category within the order.

Category 1: no wait in the foreseeable future Category 2: no wait currently and expected to be at least less than 6 months if activated Category 3: waitlist anticipated for the foreseeable future with no activation expected.

E. How individuals with the most significant disabilities are selected for services before all other individuals with disabilities; and

DVR Policy on Order of Selection

At any time that DVR resources do not permit all eligible consumers to be served, an order of selection for services shall be implemented. First priority will be given to consumers with the most significant disabilities. Second priority shall be given to consumers with significant disabilities. Third priority will be given to other eligible consumers.

In FFY 13, DVR implemented a simpler, easier Order of Selection that was approved by the Wisconsin Rehabilitation Council.

Category 1: A consumer has a most significant disability if a mental or physical impairment exists that seriously limits four or more functional capacities in terms of an employment outcome and whose vocational rehabilitation requires multiple services over an extended period of time.

Category 2: A consumer has a significant disability if a mental or physical impairment exists that seriously limits one to three functional capacities in terms of an employment outcome and whose vocational rehabilitation requires multiple services over an extended period of time.

Category 3: Other eligible consumers who do not have a disability that seriously limits one or more functional capacities and do not require multiple services over an extended period of time. Also included in this category are all consumers who do not require multiple services over an extended period of time.

Consumers currently on a waitlist will have the ability to have their current category placement reviewed and if limitations cause them to be categorized into a higher category, DVR will make the adjustment. No current consumer will be moved to a lower category. The DVR Senior Leadership Team (SLT) manages the Order of Selection process using the following method:

- At least once a month the DVR Reports Team completes, and the DVR Senior leadership reviews, a statewide analysis of the fiscal and staff resources available to DVR and determines the number of eligible consumers that can be supported for employment plan (IPE) services.
- As resources make it possible, the Director of the Bureau of Consumer Services sends a list of eligible consumers to be contacted to start IPE development activities.
- This list contains the names of consumers who have been determined eligible for DVR services on or before the date specified on the list.
- Consumer names are listed starting with those with the most significant disabilities (OOS Category 1) and in the order that they applied for DVR services.
- If more consumers can be contacted for IPE development than the number of consumers in OOS Category 1, the IPE development contact list will include OOS Category 2 consumers, by order of application date. The same will be done with OOS Category 3 consumers, if we exhaust the names of OOS Category 2 consumers.
- The list also contains a due date by which staff are to contact and take action on each case.
- This process automatically and seamlessly moves to the next OOS Category on the DVR Waiting List depending on how many eligible applicants can be served with the resources available.

2. If the designated State unit has elected to serve eligible individuals, regardless of any established order of selection, who require specific services or equipment to maintain employment.

Does not apply.

n. Goals and Plans for Distribution of Title VI Funds.

1. Specify the State's goals and priorities for funds received under section 603 of the Rehabilitation Act for the provision of supported employment services.

Plans for distributing funds received under Title VI Funds include the following:

- The entire award of Title VI–B dollars is distributed statewide to all DVR Workforce Development areas (WDA) for the provision of supported employment services.
- DVR will continue supplemental funding of supported employment services to meet additional and needed demand. Previous annual investments include Title VI–B funds of \$413,537 covered approximately 6.1% of the total agency investment of \$6.7 million expended on supported employment services for individuals in all OOS categories needing supported employment. The remainder of the service is funded with Title I–B funds.
- DVR provides fee–for–service outcome based payments to non–profit and profit rehabilitation entities and other service providers for the provision of time–limited supported employment services. When a DVR consumer clearly meets the requirements of the federal definition for supported employment, Title VI–B funds are used to purchase the employment support services necessary to achieve and sustain a successful integrated employment outcome.
- Customized Employment is available for individuals who are considering supported employment with a recognized need for long–term support. The use of this model requires the service provider attain a certificate of customized employment training completion before services are authorized for purchase and the consumer meet customized employment criteria. DVR has developed service descriptions and associated fees
- Individualized Placement and Support (IPS) model is expanding and will be available in more than 13 counties. The model is a systems change approach to provide employment using evidence based practice elements in the treatment of serious and persistent mental illness. DVR has developed service descriptions and associated fees. IPS in Wisconsin also incorporates learning collaborative which collects data, sets outcome goals and provides ongoing technical assistance.

2. Describe the activities to be conducted, with funds reserved pursuant to section 603(d), for youth with the most significant disabilities, including:

A. the provision of extended services for a period not to exceed 4 years; and

- DVR will continue to find partnership opportunities with DHS and DPI to continue outreach to transition students who may need supported employment. DVR will work with schools to offer work experiences to transition students while still in high school, ensuring a more hopeful employment path when reaching adulthood. DVR also developed and will continue to utilize a Youth On–the–Job (Y–OJT) agreement to assist an employer in associated costs of training a youth in a job.
- Changes to Supported Employment services are necessary to meet the higher number of individuals to be served under WIOA, to include customized employment and to reduce the level and

time necessary for extended services, and to insure the sustainability and viability of the long-term care system and DVR's service provider network. The services available for supported employment and outcomes were analyzed and a number of internal and external stakeholder groups identified improvements. A workgroup of DVR staff and DHS staff reviewed the current technical specifications and identified improvements. In 2011, supported employment providers were asked to complete surveys and share information about how services are provided to consumers related to hours, travel, length and type of services. • Services will be streamlined and provide lasting value and outcomes to the individuals served. WI DVR will pilot approaches, such as systematic instruction, which will encourage rapid engagement, and improved support services encouraging natural supports, evidence based practices and a more rapid and sustainable transition to long term supports.

B. how the State will leverage other public and private funds to increase resources for extended services and expanded supported employment opportunities for youth with the most significant disabilities.

- DVR will continue to work collaboratively with the Department of Health Services to increase statewide supported employment resources. Efforts will focus on increasing access to Supported Employment Services (SES) as well as Long Term Employment Supports (LTES), and financial coordination of these services among funding sources such as Wisconsin's county-based Family Care services (via Medicaid waiver approved funds). Interagency activities will aim to increase the number of supported employment fee-for-service providers in targeted areas of the State who provide customized employment services and integrated community-based SES and LTES in lieu of center-based extended employment.

- DVR conducts regular collaborative meetings and activity with sources of long term support including managed care organizations, self-directed managed care and county programs to facilitate referrals, service coordination and increase outcomes.

- DVR is a strong partner in the Board for People with Developmental Disabilities and their "Let's Get to Work" pilot to strengthen career and job attachments for high school transition students. Outcome goals include

- o Changes in policy that increase community employment for youth with I/DD
- o Increases in integrated, community employment rates of youth with I/DD
- o Changes in stakeholder attitudes about the employability of youth with I/DD

- The federally funded PROMISE grant and Let's Get to Work are comprised of 4 main areas: 1) Consortium of 70 key stakeholders who identify policy issues and includes a youth track, 2) a policy team that takes the work of the Consortium and strategizes way to implement policy changes, 3) 9 school pilot sites implementing evidence based practices and identifying barriers to employment, and 4) coaches who provide intense, on-site technical assistance to the school sites.

- DVR will additionally work more closely with the long term care community to assist co-enrolled adults who seek integrated work opportunities in the community. Braiding services and offering an array of funded services will help disabled individuals achieve successful outcomes, providing immense opportunities for both the long-term care and DVR consumers. DVR has established an on-going and collaborative relationship with various groups to facilitate communication and coordination of services to mutual consumers. This collaboration has included cross-training, local outreach, common policy instruction. DVR has also implemented enhanced data collection to better track outcomes and successful closure information within the DVR case management system.

- DVR will continue to promote the “Partnership Plus” opportunities in the Ticket to Work (TTW) program. DVR will share information with eligible Ticket holders on post–VR services and supports available through assignment of their Ticket to an approved employment network provider.

o. State's Strategies

Describe the required strategies and how the agency will use these strategies to achieve its goals and priorities, support innovation and expansion activities, and overcome any barriers to accessing the VR and the Supported Employment programs (See sections 101(a)(15)(D) and (18)(B) of the Rehabilitation Act and section 427 of the General Education Provisions Act (GEPA)):

1. The methods to be used to expand and improve services to individuals with disabilities.

Required strategies and how the agency will use these strategies to achieve its goals and priorities, support innovation and expansion activities, and overcome any barriers to accessing the VR and Supported Employment programs.

This is a description of the strategies intended to improve the number of employment outcomes, the percent of individuals achieving an employment outcome; the number of individuals achieving an employment outcome at or above minimum wage; the service rate to individuals with the most significant disabilities; the service rate for minority individuals; and the employment outcome rate for minority individuals.

Based on the themes of the DVR and WRC needs assessment activities and the DVR annual goals and priorities, these strategies are intended to improve the performance of the DVR with respect to the VR program evaluation standards and performance indicators established in section 106 of the Act.

The DVR is primarily responsible for assuring that services within the Scope of Vocational Rehabilitation Services (34 CFR 361.48) are available to assist eligible individuals with an individualized plan for employment (IPE) in achieving their employment goals.

As needed to assure the timely and continuous provision of IPE services, the agency’s financial priority is to expend Title I–B operational and discretionary case aid funds to assure the timely and continuous availability and delivery of services to DVR program participants over the anticipated term of their service plans.

DVR manages its funding, resources and waitlist through a projection model that weighs each of these factors. A Reports Team then reviews the projection table on a monthly basis and determines the amount of individuals that will be invited off the waitlist. DVR’s target employment plan goal is 16,500.

The case aids budget is dedicated to the continuous and timely support of IPE services and to develop and activate employment plans for eligible individuals with most significant and significant disabilities in a timely manner from the DVR wait list.

DVR is shifting its focus to a student, youth and supported employment model to ensure that the populations targeted for WIOA outreach have access to VR services. To do so, DVR has reviewed

its current FFY 15 cases aids expenditures and will be proposing changes to its fee structure for existing businesses and transportation guidance.

Annually, the DVR utilizes a portion of funds for the development and implementation of innovative approaches to expand and improve the provision of vocational rehabilitation services. Under WIOA, DVR will focus on innovations and expansions that target students, youth and supported employment populations.

After the Division is assured that eligible individuals are adequately supported in their employment plan costs, and that Title I–B funds have been used to activate individuals with the most significant and significant disabilities from the OOS wait list in a timely manner, up to 2% of Title I–B case aids funds may be used for other allowable purposes, including innovation and expansion services. The Division of Vocational Rehabilitation is currently focusing on programs that expand financial literacy, job development, youth services, and underserved tribal populations. Each program was created to address specific local needs in respective WDAs. Topics include: banking basics, car purchases, budgeting, understanding credit, employment barriers, online applications, social skills, temporary work experiences, self–advocacy, and obtaining gainful employment. Throughout the year, quarterly reports are due to DVR for review of progress and scope. It is anticipated for these services to transition from I&E funding to fee–for–service agreements upon successful effective completion.

2. How a broad range of assistive technology services and devices will be provided to individuals with disabilities at each stage of the rehabilitation process and on a statewide basis.

One of the major needs in the area of assistive technology is to disseminate comprehensive information to VR consumers and staff about techniques, devices and services that have been effective in helping consumers achieve employment outcomes. Following a recent statewide AT survey, a staff guidance piece was issued to clarify common assistive technology language, to reiterate the WDVR’s policy that assistive technology should be used throughout the VR process, and to review the method of proper AT purchase and access to AT resources and references.

The current policy states the need for assistive technology is assessed and provided throughout the VR process. At intake consumers routinely, provide information on accommodation needs. At eligibility and order of selection determination, the Functional Assessment Rating includes the impact of existing assistive technology and the need for assistive technology as a "requires services" issue. Information gathered at intake and during eligibility/OOS, determination is updated and discussed in the development of the IPE. Unanticipated needs for assistive technology, particularly when the consumer obtains employment, are addressed with IPE amendments. Ensuring that assistive technology is available to VR consumers is a top priority and a vital link to successful employment outcomes.

DVR has engaged Independent Living Centers (ILCs) with innovation and expansion projects to expand assistive technology resources to locations in the state needing a neutral resource for these assessments. The goal of the projects is to increase the availability of qualified AT assessment providers and resources, providing additional assistive technology options without having to rely on an in–house technology provider also conducting the assessment. The timeframe for the expansion of this service is anticipated to be three years, and the two projects will continue into a fee for service when the expansion phase is completed.

Information gathered from the projects will be shared with the other six independent living centers to determine whether the availability of neutral assistive technology assessments and services can be made available statewide through the ILC network.

3. The outreach procedures that will be used to identify and serve individuals with disabilities who are minorities, including those with the most significant disabilities, as well as those who have been unserved or underserved by the VR program.

The DVR will continue to make this target group a priority for outreach and service delivery. In addition, DVR data as calculated by RSA indicates that the success rate for this group of consumers currently lags behind the success of non-minorities. There is an acknowledged discrepancy in the numbers calculated by RSA and the numbers calculated by WIDVR. The DVR will work with RSA to make a determination about the accuracy of the currently used calculation to determine the level of minority consumers in the WI DVR system. To increase the service delivery rate and successful employment outcomes for DVR minority consumers served, the DVR will use the following strategies:

Increased emphasis in the identification, referral and provision of effective vocational rehabilitation services to individuals with disabilities who are also a member of a minority group in the following geographic areas: Milwaukee, Madison, Wausau, and the Native American tribal communities. These areas represent significant population concentrations of individuals with disabilities who are African American, Hispanic, Hmong and Native Americans.

The DVR will maintain a focus on multicultural service and training and linguistic access to DVR information and services. The DVR has identified its vital documents and these are available in Spanish and Hmong, as well as alternate formats, including large print, audio tape and Braille. The DVR has a contract with a vendor that can provide translation of documents and program information into many languages (i.e. Russian, Albanian, Italian, etc.) The DVR continues to monitor its publications and other information to ensure that the list of vital documents remains current and that information that is needed to access services is available in other languages and in alternate formats. Training of DVR Counselors in trauma-informed care will also help with minority populations to succeed in employment by better customizing sequencing of services.

DVR will continue to provide revenue identified in the State budget to the Great Lakes Intertribal Council (GLITC) under a memorandum of understanding for the improvement of VR services to Native Americans with disabilities in Wisconsin. The agreement will identify the activities and services supported by the funding as well as outline the collaborative partnership parameters between WIDVR and the Section 121 programs for serving Native American tribal members who are eligible for VR services. IPE's may be jointly developed with the input of the consumer, Native American workers and DVR staff. The DVR employs staffs who are Native American tribal members including one manager in the Northern Wisconsin counties a consumer case coordinator in Milwaukee County and a VR Program Specialist in the Central Office.

The DVR has undertaken initiatives to serve the state's rapidly increasing Latino/Hispanic populations. In Milwaukee, the DVR is co-located in a job center operated by United Migrant Opportunity Services (UMOS), a Latino human service organization. The DVR and UMOS staffs collaborate in areas of service provision to welfare-to-work recipients with disabilities and on disability related access issues to the unique services provided by each agency. Other DVR offices have hired bilingual counselors. These efforts are aimed at increasing and improving outreach and service delivery in three of the largest Latino/Hispanic communities in Wisconsin. When the DVR

does not have access to a staff member who is fluent in the native language of the consumer, the DVR also utilizes language translation services. Key applicant and participant information brochures and frequently asked questions posting are available in Spanish and Hmong through print and website publications.

The DVR agrees that language barriers pose a challenge to the delivery of DVR services and that staff must take the time and make the effort to surmount language barriers and achieve a full understanding of the DVR process. The DVR uses the Spanish version of the Client Assistance Program DVR process chart to assist consumers in understanding the DVR processes and where their responsibilities lie.

The DVR acknowledges the requirements of the General Education Provision (GEPA) Section 47 and the need to have equitable access and participation in the DVR program service delivery system for individuals with special needs. In addition, the DSA has a statewide work group with representation from the DVR to provide services to Limited English Speaking individuals who are often unserved or underserved due to language barriers.

The DVR will continue to strengthen employment linkages for high school students in Milwaukee by continuing the local employment-focused collaboration between the Milwaukee Public School District, the local workforce investment system, private sector employers and community rehabilitation programs. This collaboration was a former innovation and expansion project that has converted to a fee-for-service arrangement. Milwaukee is the highest population center in Wisconsin and also the highest population center of minority groups a high number of minority high school students with disabilities have been served in this project.

4. The methods to be used to improve and expand VR services for students with disabilities, including the coordination of services designed to facilitate the transition of such students from school to postsecondary life (including the receipt of VR services, postsecondary education, employment, and pre-employment transition services).

WI DVR in collaboration with local educational agencies are now required to offer to transition age high school students with disabilities (ages 14–21) Pre-Employment Transition Services (PETS) using 15% of our federal allocation on an annual basis.

PETS services include: • Job exploration counseling • Work-based learning experiences, (after school work opportunities outside the traditional school setting including internships that are provided in an integrated environment) • Counseling on opportunities in comprehensive transition or enrollment in postsecondary educational programs • Workplace readiness training to develop social skills and independent living • Instruction in self-advocacy/peer mentoring

In FFY 2015 WI DVR is anticipated to spend \$6 million to serve approximately 3000 high school age students 18–21. Under WIOA, WDVR will allocate \$9.6 million in FFY 2015 on high school students to provide PETS services. To achieve the expenditure goal of 15% of our allocation, each WDA was given an expenditure target. They each developed a plan to reach their individual goal. In order to reach those goals each WDA is ensuring they have a strong relationship with the local school districts and the local Work Force Development Boards. Summer work experiences, work place readiness training to develop social skills and independent living, and other work based learning experiences have been implemented and will continue to expand as the population of high school students we serve increases.

Per WI DVR policy youth with disabilities are recommended to apply for DVR services at least two years prior to graduation. The plan for employment should be developed as soon as possible, but the time shall not exceed 90 days after the enrollment. DVR staff will use rapid engagement and motivational interviewing techniques when working with this population. DVR in collaboration the local education agency will provide services to assist the student in developing and successfully achieving their Individual Plan for Employment (IPE) goal.

Financial responsibilities between DVR and the DPI

When there is overlap of educational goals and employment/rehabilitation goals and services, a cost sharing arrangement may be negotiated between DVR, the school district, and Long-Term Care and/or Mental Health programs. The Transition Action Guide (TAG) is the tool that is used to help make those braided funding decisions. To know who will pay for a service, all parties must be involved in transition planning in order to make a determination about appropriate services.

Staff of all three potential funding sources (i.e., DVR, DPI and DHS) are trained in the use of this decision making process outlined in the TAG. The details of the TAG are listed under (b) below.

Wisconsin Community of Practice on Transition

The Wisconsin Community of Practice on Transition is an interagency collaboration that includes partners from DVR, Department of Public Instruction (DPI), Department of Health Services (DHS), and Board for People with Developmental Disabilities (BPDD), Wisconsin Family Assistance Center for Education, Training & Supports (WI FACETS), Wisconsin State Parent Education Initiative (WSPEI), UW Waisman Center, WI Technical Colleges and Parents. The mission of the collaboration is to bring stakeholders together to impact policies, practices and outcomes for youth with disabilities in transition to adult life. The strategic plan for 2015–2016 includes a focus on the County Communities on Transition (CCoT's) to create local relationships between schools, DVR service providers and employers to improve the outcomes of youth with disabilities transitioning from high school to employment.

Wisconsin Promise

The PROMISE initiative is a research and demonstration project that is intended to improve services for youth SSI (Social Security Supplemental Security Income) recipients and their families. The services help youth recipients achieve better outcomes, including graduating from high school ready for college and a career, completing postsecondary education and job training, and obtaining competitive employment in an integrated setting. As a result, these youth SSI recipients can achieve long-term reductions in reliance on SSI. Wisconsin is one of six sites participating in the demonstration.

DVR has hired counselors that have a caseload that consists of Promise youth exclusively. These counselors are using specific evidence based practices and rapid engagement services to most effectively serve youth in transition starting at age 14. WI DVR is already using the lessons learned from WI Promise to improve the transition services we offer to our youth.

Wisconsin Promise will help youth and their families meet their school and work goals in order to better their income and financial stability, reducing poverty. Find out more about Wisconsin Promise services.

5. If applicable, plans for establishing, developing, or improving community rehabilitation programs within the State.

The DVR actively works with community rehabilitation programs to identify new services, new patterns of services, and efficient methods of payment. Based on feedback from the Wisconsin Rehabilitation Council, VR counselors, service providers and consumers, the DVR has identified a need to improve the provision of effective job development services for consumers with the most significant disabilities and multiple barriers to placement. These individuals are considered "the most difficult to successfully place into employment".

The DVR continues to utilize technical specifications and fee schedules in the provision of services provided by Community Rehabilitation Programs including: job development, supported employment, job coaching, benefits analysis, and vocational evaluation. In addition, the DVR conducts regular meetings with vendors of these services for feedback, clarification and ongoing compliance and improvement of services.

DVR will continue to provide an OJT affirmative hiring initiative to assist employers with the initial cost of training a hired DVR job seeker. DVR area managers train CRP job-placement staff on the use of the OJT initiative. CRP job placement staff is encouraged to use the OJT initiative when they speak to employers about hiring DVR job seekers.

The DVR senior management meets with management representatives of the CRP community at least twice a year to provide updates and to discuss ways to improve the DVR/CRP service delivery relationship.

The Department of Health Services has invested in a rebalancing initiative to assist community rehabilitation programs to expand opportunities for integrated competitive work for those with the most significant disabilities. DVR continues to provide referral and service funding support for expansion of employment opportunities for this population in partnership with the community rehabilitation programs.

6. Strategies to improve the performance of the State with respect to the performance accountability measures under section 116 of WIOA.

- The Quality Assurance Unit developed a coding manual for use as a desk reference and will provide coding training to staff to ensure that they have a good understanding of when to select the code for personal income as the primary source of support at application and at case closure.
- The Quality Assurance Unit complete a case file review to assist in monitoring compliance with indicator 1.6 and determine additional training needed.
- The Quality Assurance Unit will also review cases and will pursue a partnership with UW School of Public Policy to ensure equitable service delivery to all consumers.

7. Strategies for assisting other components of the statewide workforce development system in assisting individuals with disabilities.

To assure that individuals with disabilities have access to the full range of services provided by the other Workforce Innovation and Opportunity Act partners, the DVR has identified strengthening WIOA partnerships as a major goal. DVR is collocated as a partner in 19 Comprehensive One Stop

Job Centers in the state. Collocation operating agreements exist with WIOA partners. In addition to the 19 comprehensive One Stop Job Centers, DVR has 23 additional service locations throughout Wisconsin. The DVR provides training and technical assistance to One-Stop Job Center partners in serving individuals with disabilities and developing a greater awareness of programmatic and access needs.

The DVR has been an active partner in the launch of a Department of Workforce Development website for job seekers called the Job Center of Wisconsin. The DVR has provided expertise on the use of the website for people with disabilities including website accessibility. DVR has encouraged consumers in job ready status to register with the job-seeker website and to utilize its many job search resources. Additionally DVR has a link from the Job Center of Wisconsin website to the DVR website for job seekers with disabilities who may also be interested in DVR services.

The DVR actively participates with the DWD Division of Employment and Training (DET) in implementing the state's Workforce Investment Grant Wisconsin and DET has been a national leader in developing Job Center accessibility assessments and resolutions to accessibility issues.

The Department of Workforce Development (DWD) enters into a uniform Memorandum of Understanding (MOU) with the entities that are partners in the One-Stop Service Delivery System under Title 1 of the Workforce Development Act. The DWD uniform template agreement is used throughout Wisconsin in cooperation with 11 local Workforce Investment Development Boards. The DVR also enters into an MOU and One Stop Job Center Operating Agreement with each of the 11 Local Workforce Investment Boards in Wisconsin. The DVR's MOU addresses operation of the One-Stop service delivery system including a description of services and methods for referrals. The DVR works collaboratively with One-Stop partners on common intake, interagency referrals, business development, and to facilitate job placement with employers.

Through the DWD statewide and local MOUs with the One-Stop Partners and Job Center network and the DVR Workforce Investment Board MOUs, the requirements of 34 CFR Part 361.23(b) are satisfied. DVR also has an agreement with the Department of Labor (DOL) funded Veterans services program to coordinate services for common customers and to deliver quality services for disabled veterans.

DVR has a data sharing agreement with the DOL-Work Opportunities Tax Credit (WOTC) program administered by the DWD. The agreement allows DVR to validate DVR-served employees as WOTC program eligible so that their employer may claim the tax credit. DVR and WOTC staff will conduct routine joint training to enhance use of the tax credit with job placement service providers and employers.

Local DVR directors have been working jointly with local Workforce Development Area staff and Department of Corrections' staff to design local "pipeline" programs to assist correctional institution residents to make the transition to the world of work. These activities, partially funded by the Annie E. Casey Foundation, are intended to smooth the return to the community and reduce recidivism. Together DVR and DET staff are working to expand the "Schedule A" hiring program. Wisconsin has had some success with the Schedule A program and feels there are additional opportunities to be developed.

Twice monthly, the local DVR managers join with the local Job Service directors to give an assessment of the local economy and how the local job centers are meeting the demand. These conference call meetings instruct DET about new hiring events, plant closures, training program wait times, success stories, case closures, progress on employment plan development and the general

atmosphere of the job center. Summaries of the report outs are sent to the Governor's Office to keep them informed of the workforce systems progress in meeting the needs of all of Wisconsin's citizens.

Finally, DVR Workforce Development Area Directors are appointed members of the Workforce Development Boards and are directly involved in Workforce Development Board program planning.

8. How the agency's strategies will be used to:

A. achieve goals and priorities by the State, consistent with the comprehensive needs assessment;

The DVR has a Memorandum of Understanding (MOU) in effect between DVR and the W-2 program in the Milwaukee Workforce Development Area. The purpose of the MOU is to establish collaborative efforts regarding services and to develop a common understanding of each agency's roles, policies, and procedures to better serve individuals with disabilities who may benefit from services from both programs. A goal for both the DVR and the W-2 programs included in the MOU is to increase services to individuals with disabilities who are minorities.

An MOU is in effect with the Great Lakes Inter-Tribal Council (GLITC) to establish collaborative efforts to better serve Native Americans living on or near reservations as well as in urban areas such as Milwaukee and Madison. The DVR also hired a project consumer case coordinator to conduct outreach activities in the Milwaukee area to identify Native Americans with disabilities that may benefit from VR services. In addition, the DVR has VRC staffs who serve as liaisons with each of the Section 121 Tribal VR Programs including GLITC, Oneida, Lac Courte Oreilles, and College of Menominee Nations. The liaisons provide onsite technical assistance to tribal programs regarding the State VR program and collaborate with the tribal programs in providing services. Our liaisons and WDA staff meet regularly with the tribal programs to address issues common to each program.

On a statewide level, DVR engages in hiring practices that promote diversity in the workforce and that are representative of the diverse groups of people we serve.

DVR developed with WDA 2 an innovative practice for wrap around services for those individuals with unstable housing and support services, ensuring that they receive the wrap-around services they need to succeed in their employment goal. WDA 2 believes that this effort will help to serve a more diverse population.

DVR entered into an agreement with the Department of Health Services to pilot a new comprehensive approach for the provision of supported employment to individuals with chronic and persistent mental illness called individual placement and support (IPS). The Wisconsin IPS system change grant partnership with Dartmouth College Community Mental Health Program provides funds for mental health care employment service expansion and technical assistance. As part of the 3-year initiative, DVR counselors and job development and placement, providers will be trained in the new methodology that incorporates employment into mental health service delivery. If successful, this new methodology will be deployed statewide, expanding as counties have the resources to serve this population.

B. support innovation and expansion activities; and

See Above.

C. overcome identified barriers relating to equitable access to and participation of individuals with disabilities in the State VR Services Program and the State Supported Employment Services Program.

See Above.

p. Evaluation and Reports of Progress: VR and Supported Employment Goals

Describe:

1. An evaluation of the extent to which the VR program goals described in the approved VR services portion of the Unified or Combined State Plan for the most recently completed program year were achieved. The evaluation must:

A. Identify the strategies that contributed to the achievement of the goals.

Strategies that the DVR believes contribute to the achievement of employment outcomes, including supported employment outcomes, include:

1) DVR immediately serves and develops employment plans for eligible applicants with the most significant disabilities, (Category 1). Applicants with significant disabilities (Category 2) currently have no wait for services. Applicants with other disabilities (Category 3) are not currently served.

2) The DVR requires at least monthly staff contact with consumers unless a different timeframe for contact is specified in their employment plan. Increased consumer contact is a strategy to both improve services and employment outcomes.

3) The DVR uses a performance and outcome-based fee schedule for job placement activities that pays vendors for a consumer's success in finding and retaining competitive employment.

4) The DVR focused increased time and attention and will continue to improve VR services in for consumers in need of supported employment and long term support services. The DVR is an active member of a multiagency effort to identify and deploy new strategies to increase employment outcomes for persons in need of long term employment supports. DVR is also developing data sharing agreements with the Department of Health Services to be identifying common customers and improve joint planning.

5) DVR will use Title I-B funds to continue to provide On-the-Job Training (OJT) affirmative hiring opportunities to private sector employers who hire and provide temporary as well as permanent work opportunities to DVR consumers. The DVR will also support paid OJT internships within state agencies willing to hire and provide temporary as well as permanent employment opportunities to DVR consumers. The goal of the OJT affirmative hiring and paid internship initiatives is to increase on-the-job training hires and resume building opportunities in the private as well as public employment sectors. Another purpose is to affirmatively target and increase the number of qualified candidates with significant disabilities in the employer's pool for permanent hires.

6) The DVR is committed to developing and implementing an eligible high school student's Individual Plan for Employment (IPE) as early as possible during the transition from high school planning process. The DVR will develop a student's IPE prior to graduation. In accordance with the Memorandum of Understanding between the DVR and the Wisconsin Department of Public Instruction, the DVR will maintain contact with students and education agencies, attend transition meetings to provide transition planning consultation and technical assistance. It is the mission of the DVR to provide outreach to students with disabilities as early as possible so transition service needs can be identified and addressed prior to graduation.

DVR seeks program evaluation and monitoring assistance from the Wisconsin Rehabilitation Council (WRC). The WRC regularly solicits input on VR services and priorities through public comment and hearings, and from WRC members and expert panels of consumers and stakeholders invited to WRC meetings. The WRC Evaluation Committee analyzes the performance of the DVR in serving specific groups and types of disability by requesting direct input from those consumers and reviewing VR service data, patterns and outcomes. The DVR complies with requests from the WRC for specific and intensive evaluation reports on services and outcomes for specific disability groups that the Council wishes to review as potentially unserved or underserved. The WRC further reviews consumer satisfaction with VR service delivery by interacting with consumers and studying the results of the DVR's Consumer Satisfaction Survey. In addition to the WRC, other disability specific state councils, such as the Statutory Council on Blindness, regularly request and review DVR reports on service delivery to specific groups of persons with disabilities and provide feedback to the DVR.

The WRC/DVR partnership is intended to improve the performance of the DVR with respect to the evaluation standards and performance indicators established in the Act. The WRC issues an annual report reviewing the activities and performance of the DVR as well as offering WRC advice on goals and priorities in the State Plan. The DVR and WRC jointly submit the report to RSA. Input from the WRC is an important component of the DVR's comprehensive Needs Assessment and annual updates to the assessment.

B. Describe the factors that impeded the achievement of the goals and priorities.

See Above.

2. An evaluation of the extent to which the Supported Employment program goals described in the Supported Employment Supplement for the most recent program year were achieved. The evaluation must:

A. Identify the strategies that contributed to the achievement of the goals.

The DVR continues to implement a plan to stabilize the OOS wait list time with the FFY13 goal of maintaining immediate activation of employment plans for persons determined to have the most significant disabilities (Category 1) and maintaining the wait to begin employment plan development to no longer than 6 months for persons determined to have significant disabilities (Category 2). This will also help the DVR achieve goals 1.1, 1.2, 1.3, 1.4 and 2.1.

Target 1: No more than 6 months in OOS wait list for eligible individuals that have significant disabilities (OOS Category 2). DVR currently has no wait for this category.

Target 2: 100% of consumers will have their IPE developed and IPE services initiated within 90 days of eligibility determination or activation from OOS Wait List, whichever is latest. Strategies that support this goal include the commitment of the DVR to interface supported employment services

with the Medicaid Waiver Family Care long term employment support services as these services are expanded throughout Wisconsin.

The DVR will continue to develop and implement activities leading to increased supported employment activities. The DVR implemented activities leading to increased supported employment opportunities as described in attachments 4.11(c) (4) and 6.3.

1) The DVR conducted several needs assessment activities including a key informant survey, non-DVR employer, DVR employer and consumer focus groups, in addition to a service provider stakeholder session to identify service needs for the state plan.

2) Establish a baseline of available supported employment resources by type and county: DVR worked cooperatively with the Department of Health and Family Services as they implemented the statewide managed care system. DVR interfaced supported employment services with Family Care long-term support services in a successful effort to expand supported employment services. Statewide Family Care implementation was delayed in some counties due to state budget issues. DVR continues to develop local partnerships with the managed care entities, promoting closer collaboration and improved transition services.

3) Develop and implement a plan to increase available supported employment resources. The DVR plan is to increase coordination with other funding sources such as Wisconsin's county-based Family Care long term funding and services, and increase the number of supported employment providers in targeted areas of the state. The BPDD pilot "Let's Get to Work" for transition students also holds great promise as a template for adult braided services and further collaboration with the state's long-term care program.

B. Describe the factors that impeded the achievement of the goals and priorities.

See Above.

3. The VR program's performance on the performance accountability indicators under section 116 of WIOA.

EVALUATION AND REPORT OF PROGRESS: VR AND SUPPORTED EMPLOYMENT GOALS

(1) An evaluation of the extent to which the VR program goals described in the approved VR services portion of the Unified or Combined State Plan for the most recently completed program year were achieved.

The evaluation must: (A) Identify the strategies that contributed to the achievement of the goals. (B) Describe the factors that impeded the achievement of the goals and priorities.

During FY 2015, the WI VR program began to focus on new performance measures required under the Workforce Innovation and Opportunity Act (WIOA).

A. Percentage of program participants who are in unsubsidized employment during the second quarter after exit from the program.

Our projected FY 2016 is 50%. This figure has been determined based on information collected from Unemployment Insurance data available to DVR.

B. The percentage of program participants who are in unsubsidized employment during the fourth quarter after exit from the program

Our projected FY 2016 is 48%. This figure has been determined based on information collected from Unemployment Insurance data available to DVR.

C. The median earnings of program participants who are in unsubsidized employment during the second quarter after exit from the program

Our projected FY 2016 is \$2500/quarter earnings. This figure has been determined based on information collected from Unemployment Insurance data available to DVR.

D. The percentage of program participants who obtain a recognized postsecondary credential or a secondary school diploma or its recognized equivalent one-year after exit from the program.

Our projected FY 2016 is 30%. This figure has been determined based on information collected from the DVR case management information and is an estimate.

E. The percentage of program participants who, during a program year, are in an education or training program that leads to a recognized postsecondary credential or employment and who are achieving measureable skill gains toward such a credential or employment.

Our projected FY 2016 is 30%. This figure has been determined based on information collected from the DVR case management system and is an estimate.

F. The indicators for effectiveness in serving employers.

There has not been final guidance related to how VR programs are to measure effectiveness with employers. There has been an indication that there will be a choice for states to select two of three measures. DVR will review current procedures and data collected in order to determine which measures allow for the most meaningful assessment along with our other WIOA partners.

In 2013, DVR initiated a business service model in and continues to serve and have strong ties to employers. 20 positions were created in 2013 to function as employment specialists (same classification as Wagner-Peyser Job Service-Employment and Training Specialists A, B) to conduct business needs assessments, develop job matches, and place consumers in jobs. The employment specialists, called Business Service Consultants (BSC) are proportionally distributed throughout the state with at least one BSC assigned to each Workforce Development Area.

Business Services Consultants are able to work with businesses to determine if any of the 7,000 job seekers on DVR caseloads who are ready for employment match the skills that are needed by businesses, allowing DVR counselors to spend more time with job seekers who require intensive IPE development and career counseling.

The new positions have also assisted counselors in placing those in the training queue, another 7000 additional disabled individuals that would be an excellent source of talent recruitment for businesses needing specialized skilled individuals. Internships and work experiences can be especially beneficial to those ending their academic training and needing work experience to better match to employer needs.

DVR Business Service Consultants are part of the Business Service teams located in each of the eleven workforce development areas. Along with other workforce partners, the BSCs conduct outreach to businesses and share the needs and job openings with all the workforce partners. Wisconsin workforce partners, through a DOL federal grant developed a common data system that tracks all business contacts and provides all the workforce partners with a common platform of business leads. DVR staffs play a significant role in sharing the business needs with other partners and, in turn, have access to other business leads developed by workforce partners. The database is called Salesforce and allows DVR and other partners to track metrics, job leads, and services and outreach activities. Additional partners, such as the Wisconsin Technical College System and the Wisconsin Economic Development Corporation have also participated in the common business platform making it a robust and comprehensive catalog of business talent needs.

(2) An evaluation of the extent to which the Supported Employment program goals described in the Supported Employment Supplement for the most recent program year were achieved. The evaluation must: (A) Identify the strategies that contributed to the achievement of the goals. (B) Describe the factors that impeded the achievement of the goals and priorities.

DVR has met a goal of providing supplemental funds to serve any individual needing supported employment services. The entire award of Title VI-B dollars is distributed statewide to all DVR Workforce Development areas (WDA) for the provision of supported employment services. Previous annual investments include Title VI-B funds of \$413,537 covered approximately 6.1% of the total agency investment of \$6.7 million expensed on supported employment services for individuals in all OOS categories needing supported employment. The remainder of the service is funded with Title I-B funds. DVR has placed a priority on supported employment services and will continue supplemental funding of supported employment services to meet additional and needed demand.

DVR has established a goal to improve the capacity and quality of supported employment, customized and individual placement and support services. DVR provides fee-for-service outcome based payments to non-profit and profit rehabilitation entities and other service providers for the provision of time-limited supported employment services. There continues to be issues of capacity and quality with the provision of all types of supported employment services. This goal has not been met.

DVR has provided additional funds for supported employment but the provider network has not kept up with demand. There has been uncertainty among the community rehabilitation programs who serve as providers of supported employment due to an anticipated structural change in the managed care system in Wisconsin. In addition, that same network of providers faces uncertainty as to the impact of the WIOA and Center for Medicaid Services rules related to pre-vocational services and settings related to sub-minimum wage employment. Those changes will affect the financial stability of the providers who also operate sheltered workshops.

In FY 2016-2017 there is a plan to emphasize building capacity and improving the quality of the existing provider network. DVR has updated and strengthened the technical specifications for services, which include identification of specific roles, and responsibilities for the consumer, DVR and the service providers. We expect to provide training for providers that will include use of new methodologies for job development and on the job supports, taking some evidence based strategies from Individual Placement and Support (IPS) and incorporating them into supported employment services. DVR will also be creating a standardized statewide service for customized employment. DVR will continue to explore strategies to identify new providers and to work with the existing provider network to increase capacity.

DVR also has a goal to continue to expand the (IPS) model of supported employment for individual with serious and persistent mental illness in Wisconsin. This goal has been met. The number of sites has grown from three sites in 2010, to more than 22 in FY 15. It is expected that IPS will continue to grow across Wisconsin. DVR is an active partner in that effort.

(3) The VR program's performance on the performance accountability indicators under section 12016 of WIOA.

A. Percentage of program participants who are in unsubsidized employment during the second quarter after exit from the program.

DVR has in place data sharing agreements with Wisconsin's UI wage section, allowing the capturing of data for quarterly earnings and employment. DVR will need to establish an additional data sharing agreement allowing it to capture out of state data to ensure the full measuring of earnings for DVR participants. DVR will additionally add tools to measure and collect self-employment earnings and successes. It is anticipated that RSA will assist DVR is developing a benchmark and goal for the first year of participation and negotiating adjustments as needed.

Projection for FY 2017: 51%

B. The percentage of program participants who are in unsubsidized employment during the fourth quarter after exit from the program

DVR has in place data sharing agreements with Wisconsin's UI wage section, allowing the capturing of data for quarterly earnings and employment. DVR will need to establish an additional data sharing agreement allowing it to capture out of state data to ensure the full measuring of earnings for DVR participants. DVR will additionally add tools to measure and collect self-employment earnings and successes. It is anticipated that RSA will assist DVR is developing a benchmark and goal for the first year of participation and negotiating adjustments as needed.

Projection for FY 2017:49%

C. The median earnings of program participants who are in unsubsidized employment during the second quarter after exit from the program

DVR has in place data sharing agreements with Wisconsin's UI wage section, allowing the capturing of data for quarterly earnings and employment. DVR will need to establish an additional data sharing agreement allowing it to capture out of state data to ensure the full measuring of earnings for DVR participants. DVR will additionally add tools to measure and collect self-employment earnings and successes. It is anticipated that RSA will assist DVR is developing a benchmark and goal for the first year of participation and negotiating adjustments as needed.

Projection for FY 2017:\$2600.00/quarter

D. The percentage of program participants who obtain a recognized postsecondary credential or a secondary school diploma or its recognized equivalent one year after exit from the program

DVR has already begun to change its case management system to collect information regarding this performance measure. It is anticipated that RSA will assist DVR is developing a benchmark and goal for the first year of participation and negotiating adjustments as needed.

Projection for FY 2017:31%

E. The percentage of program participants who, during a program year, are in an education or training program that leads to a recognized postsecondary credential or employment and who are achieving measureable skill gains toward such a credential or employment.

DVR has already begun to change its case management system to collect information regarding this performance measure. It is anticipated that RSA will assist DVR is developing a benchmark and goal for the first year of participation and negotiating adjustments as needed

Projection for FY 2017:31%

F. The indicators for effectiveness in serving employers.

There are no published performance requirements for employer effectiveness. In draft documents made available prior to the finalization of the state plan, there appear to be three options. DVR will review current procedures and data collected in order to determine which measures allow for the most meaningful assessment along with our other WIOA partners.

Projection for FY 2017: To be determined

(4) How the funds reserved for innovation and expansion (I&E) activities were utilized. An important outcome of listening to business needs includes the development of specialized training programs either with other workforce partners or solely developed with DVR consumers, helping DVR job seekers obtain the needed curriculum instruction, experience and recruitment assistance necessary to meet the talent needs of specific employers.

Specialized Innovation and Expansion Projects In WDA 1, 5 and 8 there are financial literacy projects that established a program to help consumers better understand fraud, identity theft, savings, budgeting, and financial stability. The cost of the combined project: \$40,686.

In WDA's 5 and 6 there was a Project in partnership with the Division of Employment and Training provides comprehensive, individualized and value added services to DVR consumers. It adds optimizing opportunities to stay competitive in the inclusive marketplace. The cost of the project \$148,218.

In partnership and coordination with the Great Lakes Inter-Tribal Council (GLITC) a "Place and Train" projects was developed and implements with mutually agreed upon Tribal businesses, to place consumers of Wisconsin DVR or joint Wisconsin DVR-GLITC VR in competitive jobs either directly with the Tribal entity hosting the training or within the local community using their newly acquired skills and work reference. Services will include job development, soft skill training, on the job training and follow up services. The cost of the projects: \$116,378.

Operational Uses for Innovation and Expansion Funds

As required under section 101(a)(15)(E)(ii) of the Act, the Wisconsin Rehabilitation Council (WRC) and the DVR annually jointly prepare and submit to the RSA Commissioner a report on the activities and progress of the DVR in meeting its goals and priorities. This report is known as the annual Wisconsin Rehabilitation Council report.

The report is available on line and, upon request, from either the WRC or the DVR in print and alternative formats. The DVR uses funds to support the operation and activities of the Wisconsin Rehabilitation Council, and as consistent with the state plan prepared under section 705(e) (1), also uses funds to support the operation of the State Independent Living Council.

4. How the funds reserved for innovation and expansion (I&E) activities were utilized.

The following table and narrative highlights the innovation and expansion activity supported by DVR funds in FFY15. Innovation and expansion activities are generally funded in accordance with DVR's state fiscal year (i.e., July 1 – June 30) but may be conducted on a federal fiscal year if applicable. Contract / Agreement Start/End DVR funds Fiscal Arrangement and Type 8 local I and E projects with CIL's 7/1/2010–6/30/13 \$15,000 each location annually Each CIL worked with the local WDA Director to develop new patterns of services to be provided to DVR Consumers. Projects include: Assistive Technology work evaluation services, peer assisted job search instruction, financial literacy training and youth job groups. REDI Walgreen's 4/1/12–6/30/13 \$18,600 for site creation. Case service funds for direct consumer services. Intensive retail training with supports and competency based certification for potential hire with corporate partners. Let's Get to Work 2/1/12–6/30/15 Case Service funds via Youth OJT DVR has committed and created a youth transition OJT to attach youth with disabilities to competitive employment prior to HS completion. Vocational Futures Planning Services 10/1/12 –9/30/15 Case Service funds Collaborative effort with long term care and other providers to provider individualized–based services, including case management services, to people with significant physical disabilities that are in need of long term care. Milwaukee Wrap Around Pilot 6/1/20132013 –9/30/ 2015 \$350,500 annually Mentor program to establish resources and services to assist in employment. Innovation and Expansion—Place and Train Models

An important outcome of listening to business needs includes the development of specialized training programs either with other workforce partners or solely developed with DVR consumers, helping DVR job seekers obtain the needed curriculum instruction, experience and recruitment assistance necessary to meet the talent needs of specific employers.

In FFY 2014, DVR Business Services Consultants: • Were involved in 677 direct hires of DVR job seekers • Arranged 298 On–The–Job Training (OJT) experiences for DVR job seekers • Arranged 407 internships and temporary work experiences for DVR job seekers • Had contact with 4,245 businesses in Wisconsin to discuss recruiting and hiring people with disabilities

Private–sector and state agency employers have benefited significantly from the following DVR On–the–Job Training initiatives:

Since February 2009, more than 2,400 OJT private–sector hires were supported by a 50 percent payroll cost subsidy for employers providing up to 90 days of on–the–job training following a hire. In this same time period, DVR has invested nearly \$2.6 million for more than 180 DVR job–seekers participating in six month OJT internships with 23 state agencies and other public entities.

DVR partnered with the Walgreens Retail Employees with Disabilities Initiative (REDI) to provide training for individuals with disabilities in a retail setting. This national program began its pilot in Milwaukee–area Walgreens retail locations in 2012 and is now a statewide initiative.

Building on the success of the REDI model, also called place and train, DVR offered the place and train model with other businesses and is currently working with businesses throughout Wisconsin to implement this model in their workplaces.

As required under section 101(a)(15)(E)(ii) of the Act, the Wisconsin Rehabilitation Council (WRC) and the DVR annually jointly prepare and submit to the RSA Commissioner a report on the activities and progress of the DVR in meeting its goals and priorities. This report is known as the annual Wisconsin Rehabilitation Council report.

The report is available on line and, upon request, from either the WRC or the DVR in print and alternative formats. The DVR uses funds to support the operation and activities of the Wisconsin Rehabilitation Council, and as consistent with the state plan prepared under section 705(e) (1), also uses funds to support the operation of the State Independent Living Council.

q. Quality, Scope, and Extent of Supported Employment Services.

Include the following:

1. The quality, scope, and extent of supported employment services to be provided to individuals with the most significant disabilities, including youth with the most significant disabilities.

In Wisconsin, supported employment is funded by primarily three sources; DVR Title IB and VI funding and long-term funding directed by the Wisconsin Department of Health Services, Division of Long Term Care (DHS/DLTC) and Division of Mental Health and Substance Abuse Services. Funds are managed locally by regional managed care organizations or a self-directed support system known as IRIS (Include, Respect, I Self-Direct) (56 counties) and by county human service agencies transitioning to Managed Care (16 counties). Mental Health long term supports are managed locally by each county. To a much lesser extent, Social Security PASS plans, the Ticket to Work (TTW), natural supports and private party payments have been used to maintain a small number of individuals in long-term supported employment. DVR is promoting the TTWO Partnership Plus to ticket holders which has the potential to increase funding for long-term supports. All of these financial resources enhance the quality, scope, and extent of services proposed under the Title VI plan.

The quality of the DVR supported employment program includes the following components:

1. Use of DVR technical assistance to provide coordination, guidance, and consultation to counselors developing and implementing supported employment individualized plans for employment. DVR training and technical assistance is provided statewide for both service providers and DVR staff on the technical specifications for supported employment service agreements. These technical specifications are posted on the DVR public website.

http://dwd.wisconsin.gov/dvr/pdf_files/dpi_interagency_agreement.pdf 2. DVR staff is also involved with the planning and provision of supported employment training in collaboration with the Wisconsin Board for People with Developmental Disabilities (BPDD), the Association for Professionals in supported Employment (APSE) as well as the joint Wisconsin Rehabilitation Association (WRA) and Rehabilitation for Wisconsin (RFW) annual Rehabilitation and Transition Conference.

3. The DVR's technical specifications for Supported Employment include strong outcome measures and statewide fee for service payment rates for supported employment services. The supported employment fee schedule is posted on the DVR public website. The fee structure is reviewed on an

annual basis and will be reviewed again in FY16 in relation to the Division's newly issued technical specifications and newly added items to the fee schedule.

4. DVR guidance pieces are provided to DVR staff as well as external stakeholder partners to assist in the provision of supported employment services. Guidance documents are designed to explain supported employment service and outcome policy as it relates to the Rehabilitation Act and its implementing regulations, and to provide best practice suggestions and answer common questions.

5. In several 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 and become a fee for service arrangement and typical practice following this evidence based model for common consumers in counties that offer IPS.

The scope and extent of supported employment is affected by the availability of extended services funding for ongoing employment supports available in integrated community settings. The expansion of support services for individuals seeking competitive employment in an integrated setting has been primarily achieved through the Department of Health Service (DHS) expansion of the Family Care system in Wisconsin. The expansion of Family Care eliminates wait lists over a 3–4 year period. The plan by DHS is to have Family Care implemented statewide. DVR staff also identifies and use other extended support service and funding resources such as employer and natural supports, Plans to Achieve Self-Support (PASS), Impairment Related Work Expenditures (IRWE), and family support.

The Individual Plan for Employment (IPE) for DVR consumers, who select competitive employment in an integrated setting but may require long term employment support, usually begins with an assessment to help determine the employment goal related to the consumer's interests and strengths. The assessment process may include trial work to help identify the extent of supports that may be necessary. If needed, the potential source(s) of funding for the long term employment supports must also be identified. If the source of extended services cannot be identified at the time of implementation of the employment plan, the plan must at least identify the services, activities and/or progress measures designed to identify the nature, type, scope, requirements and source of extended services. The DVR identifies extended services from private nonprofit organization, employers, and other appropriate resources for an individual with a most significant disability transitioning from employment supports provided by the DVR. Supported employment services funded by Title VI are provided only to those individuals with the most significant disabilities and who, as may be required, have an identified likely source of long term support.

The timing of the transition to extended services for consumers receiving supported employment services from the DVR as part of their approved employment plan occurs as soon as the plan services are completed and the consumer has achieved the employment outcome described, or after a period of time not to exceed 24 months (Youth up to 48 months) whichever comes first. The DVR may, under special circumstances, extend supported employment services beyond 24 months (Youth up to 48 months) if the eligible individual and the VR counselor agree to extend the time to achieve the employment outcome identified in the plan.

DVR also developed a white paper on the standard for a competitive, integrated employment outcome when extended supports are needed. The paper was shared with DVR staff and Community Rehabilitation Program partners. DVR has used and will continue to use the recommendations made by the Managed Care and Employment Task Force, the DHS Prevocational Services guidelines and the DVR standard for a competitive, integrated employment outcome for planning and implementation of statewide services in supported employment. The interagency Memorandum of Agreement with DPI and DHS/DLTC remains in place during FFY13 and will

continue to inform efforts to include high school transition students as well as adults in supported employment and extended services.

Both the DHS Task Force and DVR's interagency MOU are focused on developing coordinated services and funding mechanisms, within the context of the Family Care Managed Care service delivery system. In the next five years it is anticipated that extended employment supports for students in transition and adult consumers will be delivered on a statewide basis through the Family Care service delivery system. A successful deployment of Family Care services throughout Wisconsin will mean that DVR consumers who desire community employment and are in need of extended employment supports will be able to access those supports without a wait for extended employment support funding. DVR will also monitor the quality and availability of DVR supported employment service providers to reflect concern expressed by stakeholders and existing and common DVR/DHS service providers that long term care and managed care changes may impact job coaching and other SE services due to DHS changes and issued guidance relating to payments for job coaching and other related support services such as transportation or personal attendant services.

The DVR will continue to support collaborative efforts aimed at expanding integrated, competitive community employment opportunities for those in need of supported employment services. The Department of Health Services (Medicaid Agency), the Community Rehabilitation Program provider community, and the regional Managed Care Organizations are all current collaborative partners.

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.

2. The timing of transition to extended services.

See Above.

Certifications

Name of designated State agency or designated State unit, as appropriate **Division of Vocational Rehabilitation**

Name of designated State agency **WI Department of Workforce Development**

Full Name of Authorized Representative: **Delora Newton**

Title of Authorized Representative: **State Director**