



DVR Statewide Service Provider Meeting

Division of Vocational Rehabilitation

March 30, 2023

Welcome and Purpose

Deanna Krell, BMS Bureau Director

- Welcome!
- The role of the Bureau of Management Services
- Statewide meetings for statewide providers



Agenda

- Welcome and purpose of BMS-led meetings
- Background on service provider waitlist
- Service agreement areas of focus
- How the information is used by DVR
- Related policy including continuation of fiscal processing
- Overview of DVR portal functionality and demonstration
- Useful aspects for DVR service providers
- Questions



Background

Kathleen Enders, BMS Program Section Chief

- History
- Capacity issues increasing
- Improve communication and efficiency
- Consumer informed choice
- Requests for detailed information on the scope an impact of waitlists



Service Agreement Areas of Focus

Services (1)

- Informed Choice (4.7)
- Requirement to Accept Referrals (4.1)
- Service Interruption (4.2)
- Wait List (4.3)

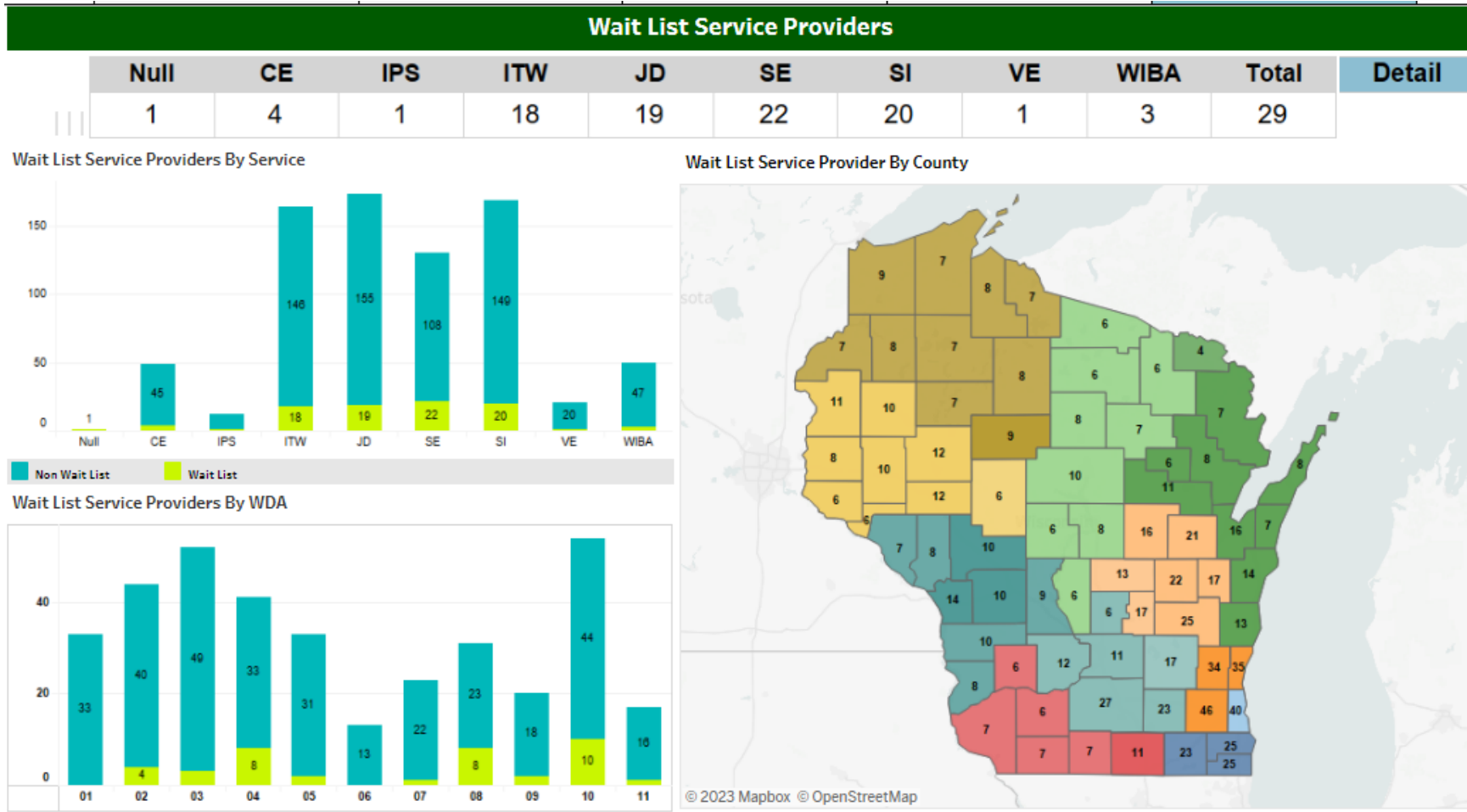


How the Information is Used

- State level usage
- WDA level usage
- DVR staff and consumer usage
- Guidelines-What DVR is looking for?
 - Provider Policy
 - Communication plan



Dashboard Report



Related Policy

- **Provider responsibilities:**

- Notification within five days, include communication to DVR and the consumers impacted, reason, plan to continue or resume services.

- **DVR responsibilities:**

- Create or maintain authorizations for service, talk to impacted consumers when a wait list is in place and every 30 days after, identify options to wait or change providers given the timeframes identified.



Resolution and Communication Policy

- **Provider Resolution Policy**

- How will the waitlist be monitored? (i.e., via the portal, weekly)
- How will the provider decide who will get services?

- **Provider Communication Policy**

- How is the provider planning to communicate the status of the wait list? (i.e., email, phone calls, written notification)
- How often will the communication take place? (i.e., weekly, monthly)



Portal Functionality and Demonstration

Jenny Wendlandt, DVR Portal Specialist

- 1:1 service: county
- Entering policy
- Start dates
- End dates
- Extending dates/lapsing
- Including consumers on a list
- Removing consumers on a list



Useful Aspects for Providers

- Hiring and deployment of staff
- Fiscal monitoring
- Business Planning





Questions



Resources

- Policy Questions
- Kathleen.enders@dwd.wisconsin.gov
- Portal Questions
- Jennifer.Wendlandt@dwd.wisconsin.gov
- Service Agreement Questions
David.Knuth@dwd.wisconsin.gov
- Service provider [Webpage](#) and [Wait List Information](#)

